



COMPUTER TECHNICAL ASSISTANT

EXAM #12-106 (OC)

ONEIDA COUNTY ANNOUNCES

EXAMINATION OPEN TO THE PUBLIC

APPLICATIONS ACCEPTED CONTINUOUSLY

**EXAM FEES HAVE BEEN WAIVED FOR ALL CIVIL SERVICE EXAMS
THAT ARE SCHEDULED TO BE HELD IN 2024, PER RES. 2023-371**

EXAM DATES: THIS EXAM WILL BE SCHEDULED PERIODICALLY. CANDIDATES WITH AN APPROVED APPLICATION STATUS WILL BE NOTIFIED OF THE NEXT SCHEDULE EXAM DATE.

STARTING SALARY/RANGE: \$48,637 (26W) Oneida County Government
Other Civil Divisions May Vary

VACANCIES: The eligible list, established as a result of this examination, will be used to fill any appropriate vacancies which may occur in these titles under the jurisdiction of the Oneida County Commissioner of Personnel.

RESIDENCE REQUIREMENT: **NONE** - When preference in certification is given to residents of a municipality pursuant to subdivision 4-a of Section 23 of the Civil Service Law, an eligible must have been a resident of such municipality for at least one month prior to the date of certification to be included in a certification as a resident of such municipality and must be a resident of such municipality at the time of appointment.

MINIMUM QUALIFICATIONS: Candidates must meet minimum qualifications at time of application. Either:

- (A) Possession of Bachelor's Degree, including or supplemented by twelve (12) credit hours in the fields of computer science or computer technology; **OR**
- (B) Possession of Associate's Degree, including or supplemented by six (6) credit hours in the fields of computer science or computer technology **AND** two (2) years of experience in the operation of a mainframe or micro-computer, which involved the adaptation of software to database management systems; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** four (4) years of experience in the operation of a mainframe or micro-computer, which involved the adaptation of software to database management systems.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

1. Candidates **MUST** submit copy of transcripts showing degree area and date degree conferred with application, if qualifying under (A) or (B).
2. Further information may be requested from candidates to verify academic qualifications.
3. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
4. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

DUTIES: This is a technical position responsible for the efficient functioning of stand-alone and networked systems. Incumbent performs related work as required.

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SUBJECTS OF EXAMINATION: The examination will consist of a **rated evaluation of training and experience**. You will complete a questionnaire that asks for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. You will also be asked to briefly describe a significant achievement in each of the job's areas and to provide the name and contact information for someone who can verify your information. The information you provide about your experience will be rated against the following areas: **Help Desk, Microcomputer Repair, Network Administration and User Support**.

Candidates must first complete an examination application and return it to the **Oneida County Department of Personnel**.

Approved candidates will be sent a **Notice to Approved Candidates** containing directions to a website address needed to complete a Training and Experience Questionnaire.

Candidates will be required to complete and submit this questionnaire within two weeks of the date on the approval letter. Candidates who fail to submit a questionnaire within two weeks from the date of the Notice to Approved Candidates will not receive a rating.

NOTE: Candidates may be credited with training and experience gained up to the date the Training and Experience Questionnaire was submitted.

CANDIDATE RESPONSIBILITY: It is the responsibility of candidates to provide all necessary documentation with application and to complete all relevant parts of the questionnaire within two weeks of the date on approval letter. To receive credit for experience, candidates must be able to provide information, such as, employer name and address, name and title of supervisor, hours worked per week, dates of employment including month and year started and ended, etc. Candidates who submit incomplete applications and documentation may be disqualified.

ELIGIBLE LIST: Candidates who meet the qualifications, and pass this examination, will have their names placed on the Eligible List, in the order of final scores, regardless of the date on which they filed or took the test. The names of qualified candidates will remain on the Eligible List for one year. Appeal of ratings will not be allowed, as the opportunity for re-test exists.

TERMINATION OF THE PROGRAM: Oneida County Department of Personnel reserves the right to terminate this special recruitment program at any time and re-establish a program of periodic testing for this title.

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GENERAL INFORMATION

EMERGENCY CANCELLATION OF EXAMINATIONS: Tune to – Spectrum News; WUTR; WKTV; Radio Stations 96.1, 96.9, 97.9. **OR** Like and Follow us on Facebook at ‘Oneida County Civil Service’.

1. **APPLICATIONS:** Candidate must complete a separate Oneida County Civil Service Application for each Civil Service Examination or employment opportunity that they are applying for. Applicants must answer every question on the application and make sure that the application is complete in all respects. **INCOMPLETE APPLICATIONS WILL BE DISAPPROVED.** All applications shall be filed with the Oneida County Department of Personnel. Applications received after the last filing date will be rejected. Apply online at: <https://oneida-portal.mycivilservice.com/post/exams>
2. **ADDRESS CHANGE:** Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.
3. **RELIGIOUS ACCOMMODATIONS/MILITARY/DISABILITY:** Please indicate on your application if special exam arrangements for testing are needed. Please review instruction F on the civil service application for further instructions.
4. **ALTERNATE TEST DATES:** Please review ‘The Alternate Test Date Policy’ located on our website at <https://ocgov.net/departments/civil-service/rules-and-policies/>.
5. **VETERANS:** Please review instruction G on the civil service application.
6. **ADMISSION NOTICE:** Applications are reviewed for qualifying status. If your exam application is disapproved, you will be notified of the reason and given an opportunity to amend your application. All amendments to applications are due by the amendment due date listed on your disapproval letter. **IF YOU DO NOT RECEIVE AN ADMISSION LETTER THREE (3) DAYS BEFORE THE EXAM DATE, PLEASE CALL: (315) 798-5726.** Collect calls will not be accepted.
7. **ELIGIBLE LISTS:** Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one (1) year **OR** up to a maximum period of four (4) years depending on examination type. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than those announced.
8. **FOREIGN EDUCATION:** High school from other than U.S. schools may be verified by a transcript and against college-entry requirements in the corresponding country. Applicable documentation must be submitted. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Oneida County Department of Personnel, by mail (include a self-addressed, stamped envelope) **OR** on the New York State Department of Civil Service website: www.cs.ny.gov/jobseeker/degrees.cfm. You will be responsible for the required evaluation fee.
9. Federal and State Law prohibit discrimination because of age, race, creed, color, national origin, gender, sexual orientation, disability, marital status or genetic predisposition or carrier status.
10. This examination is being prepared and rated in accordance with section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules, and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service, will apply to this examination.
11. **ADDITIONAL CREDIT:** In conformance with section 85-a of the Civil Service Law, **children of firefighters and police officers killed in the line of duty** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.
12. **BACKGROUND INVESTIGATION:** Applicants may be required to undergo a state and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.
13. **APPLICATION FEE WAIVER:** A waiver of the application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of the application fee will be allowed if you are determined eligible for Medicaid, receiving Supplemental Security Income payment, receiving Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a Request for Application Fee Waiver and Certification form and submit it with your application. The form is available on our website <https://ocgov.net/departments/civil-service/forms/> and in the Oneida County Department of Personnel, 800 Park Avenue 6th Floor, Utica, NY 13501. You may also call (315) 798-5726 to request a copy.**
14. **EXAMINATION ATTENDANCE POLICY:** Failure to appear for two (2) consecutive examinations administered by Oneida County Civil Service within an 18-month period will result in disqualification from future examination for a two-year period, per Oneida County Civil Service Rule IX.

ONEIDA COUNTY EXAM ANNOUNCEMENTS CAN BE ACCESSED ON OUR WEBSITE: <https://ocgov.net/departments/civil-service/>

**** ONEIDA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER ****