

SCHENECTADY COUNTY CIVIL SERVICE COMMISSION



Schenectady County Is An Equal Opportunity Employer

Open Competitive Examination

Exam Title: Technology Support Assistant
Schenectady County Public Library
The resulting eligible list will be used to fill vacancies as needed.

Exam Number: 64-670

Salary Range: \$18.17/hr - \$21.35/hr (2019)

Last Date for Filing: November 12, 2019

Date of Examination: December 14, 2019

Residency Requirement: Immediately preceding the date of the written test and appointment, candidates must have been legal residents of Schenectady, Albany, Montgomery, Saratoga or Schoharie County for at least one month.

Duties: This position exists at the Schenectady County Public Library and supports the public with the use of computers and associated technology equipment, including PC's, laptops, microfilm machines, printers, scanners, copiers, fax machines and audio-visual equipment. Work is performed under the direct supervision of a higher-level technology/library supervisor. The incumbent may be responsible for supervising clerks, student workers and pages. The incumbent does related work as required.

Minimum Qualifications: (on the date of the written test)

- A. Successful completion of fifteen (15) credit hours in Computer Science, Information Technology or other computer related college curriculum from a New York State registered college or university, trade or business school; OR
- B. Graduation from high school or possession of a GED and two (2) years of experience in computer end-user Help Desk support; OR
- C. An equivalent combination of training and experience as outline by A. and B. above.

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When college education is required to meet the minimum qualifications, a college transcript (may be an unofficial copy that clearly shows college name, degree/credits, etc...) must accompany the application for examination or application will be disapproved.

Note: Appropriate part-time and/or volunteer experience, which can be verified, will be accepted on a prorated basis.

Special Note: Permanent appointment is contingent upon successful completion of a criminal background check.

As no refunds will be made of the exam fee, you are urged to compare your qualifications carefully with the requirements for admission stated in the “minimum qualifications” section of the examination announcement, and file only for those examinations for which you are clearly qualified. The education and experience (including the percentage of time spent personally performing the duties of each employment) you indicate on the application will be verified and compared to the “minimum qualifications” for the position. Omissions or vagueness will not be interpreted in your favor.

Tolerance Policy:

Candidates who do not possess the minimum post-secondary educational qualifications as of the date of the examination, but who are currently enrolled in their last semester leading to possession of such qualifications, may be admitted to the exam conditionally, with final approval for their qualifications being granted only upon submission of their college transcript **within sixty (60) days of the date of the examination.**

The tolerance will extend only to the issue of completing the minimum post-secondary educational qualifications. All other minimum qualifications must be met on or before the date of the exam.

To be approved on a conditional basis, the candidate must provide the Schenectady County Civil Service Commission, **at the time of application**, a college transcript showing their current status and pending courses needed to complete the education qualifications. **Failure to do so will result in application disapproval.**

Failure of the candidate to submit the final college transcript showing completion of the minimum post-secondary educational qualifications within said sixty (60) day period **shall disqualify** the candidate. For this examination, the sixty (60) day period is **on/or before February 12, 2019.**

Note: An unofficial transcript will be accepted when filing for an examination, but an official transcript may be required at time of interview or appointment.

Subjects of Examination: A written test designed to evaluate knowledge, skills, and/or abilities in the following areas:

Fundamentals of PC systems

These questions test for knowledge of basic concepts and terminology related to PC's. They cover such topics as PC and peripheral equipment; storage media; types of software used with PC's; and other associated terms and concepts.

Use and operation of PC's and related peripheral equipment

These questions are designed to test for technical knowledge and concepts relevant to the operation of a PC and associated peripheral equipment for word processing, spreadsheet analysis, database management, data

communications and other applications. The questions asked are not specific to any vendor or any model of PC.

Principles of providing user support

These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

Training users of computers

These questions test for knowledge of techniques for using computers and approaches to training others to use them. They cover such subjects as use of computer hardware, software and applications; preparing and evaluating instruction materials; determining the level of trainees' knowledge and the use of computers to provide instruction and feedback. The questions on training depend upon good judgment and practical experience rather than knowledge of abstract principles.

Use of Calculators: unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery-powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "**How to Take a Written Test**" helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>
Candidates not having access to a computer or the internet may request a copy by contacting the Schenectady County Civil Service Department using the contact information given elsewhere on this announcement or the exam application.

**Applying For Civil Service Examinations In
Multiple Jurisdictions When Examinations
Are Scheduled On Same Date**

If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other Local Government Jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both **State** and **Local** government examinations, you must notify our agency, **Schenectady County Civil Service**, of your intent to take both a state and a local government examination. When taking both a **state** and a **local** government examination you will be required to take all your examinations **at a state examination center**. You must complete a **cross-filer form** indicating what exams you have applied for and we will notify New York State Civil Service of your intent. You will be advised when and where to report for your examinations.

If you have applied for more than one **Local Government Examination** with more than one **Local Civil Service Agency**, you must notify each civil service agency to make arrangements. Schenectady County has a **cross-filer form** which you must complete. You must make your request for these arrangements no later than **two weeks** before the date of the examinations. On the cross-filer form you will indicate all exams you have signed up to take and the location you wish to be tested at. If you have questions regarding this examination call **(518) 388-4233** or write to **Schenectady County Civil Service Commission, 620 State Street, Schenectady, NY 12305**.

Employment within a Schenectady County Department may be subject to pre-employment drug testing.

You are encouraged to read the General Conditions and Instructions Attachment

Date released: October 18, 2019

Schenectady County Civil Service Examinations**General Conditions and Instructions**

1. **Application Forms.** Applications may be obtained at the Schenectady County Civil Service Office or on the Civil Service Department website at www.schenectadycounty.com. Candidates will be notified of the time and place of the examination.
2. **Application Deadline.** Applications postmarked after midnight of the last filing date will not be considered eligible for this examination.
3. **Change of Address.** You must notify the Civil Service Office of any change of address.
4. **Special Rights for Military Personnel.**
 - **Application Filing Period Extension.** Individuals serving on active duty in the armed forces during the filing period for a civil service examination, or individuals who have been discharged with other than a dishonorable discharge after the filing period has commenced will be permitted to file an application for examination no later than ten business days before the scheduled examination date, or the last date to file, whichever is later.
 - **Make Up Examination.** Any member of the armed forces who properly filed, within the announced filing period, an application for a competitive examination but was unable to participate in the examination due to active military service, will be provided with a special make-up examination under the terms and conditions deemed appropriate by the New York State Department of Civil Service and/or the Schenectady County Civil Service Commission.
5. **Examination Fee.** A fee of **\$15.00** is required for each separately-numbered examination for which you apply. The required fee must accompany your application. If you want to pay by credit card, please use our on-line application or send **certified check** or **money order** payable to the Schenectady County Civil Service Commission. **Cash and personal checks will not be accepted.** As **no refund will be made**, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.
6. **Examination Fee Waiver.** The examination fee will be waived for (1) those applicants who are unemployed and primarily responsible for the support of a household; (2) those applicants who are receiving SSI or public assistance (TANF, Family Assistance or Safety Net Assistance); (3) those applicants certified as JTPA / WIA eligible. If you wish to apply for a fee waiver, you must complete the **Fee Waiver Form** and attach it to your application. This form can be obtained at the Civil Service Office or on the Civil Service Department website at www.schenectadycounty.com.
7. **Special Testing Arrangements.** If you need a special arrangement or accommodation to take the examination for one of the reasons outlined below, please check the appropriate box on the Examination Application and contact the Civil Service Office at (518) 388-4233.
 - **Religious Accommodations.** Most written exams are held on Saturdays. If you cannot take the exam on the announced date due to a conflict with a religious observation or practice, arrangements will be made so that you can take the examination on an alternate date.
 - **Reasonable Accommodation for Individuals with a Disability.** A reasonable accommodation will be made for individuals with a disability during the application and examination process. You must provide documentation as to the accommodation you need to apply for and/or take the examination.

- **Other Reasons.** An alternate exam date may be requested for one of the following reasons. Documentation supporting the request will be required.
 1. A death in the immediate family or household within the week preceding the exam date.
 2. Medical emergencies involving the candidate or member(s) of the candidate's immediate family.
 3. Military Orders (a copy of the orders is required).
 4. Wedding – must be a member of the wedding party or an immediate family member of the bride or groom.
 5. Vacation for which a non-refundable down payment was made before the exam announcement was issued.
 6. If an employee of the Unified Communications Center and mandated to work during the exam or mandated to work the shift immediately prior to the exam. Sufficiency of proof is at the discretion of the Civil Service Office. Employees must agree to take the exam prior to returning back to work after the exam has been given and have no exposure to exam material, other candidates who have taken the exam, and have no other members of their household also taking the exam.
- 8. **Notice to Appear for Examination.** Accepted candidates will be notified when and where to appear for the examination. If an application is disapproved, due notice will be sent.
- 9. **Failure to Appear for Exam.** Candidates who fail to appear for the exam as scheduled will be eliminated from further consideration for this competitive examination.
- 10. **Use of Calculators.** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are **prohibited**. You may not bring books or other reference material to the test site.
- 11. **Examination Preparation and Rating.** This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written examination.
- 12. **Eligible List.** The minimum qualifications listed in this announcement have been approved by the Schenectady County Civil Service Commission for the purpose of evaluating a candidate's education, training and experience to determine admission to this examination. This examination is being conducted to establish a Civil Service Eligible List which will be certified to appointing authorities to fill available vacancies. Candidates whose names are certified for appointment have only met the minimum qualifications to take the examination. All candidates who pass the examination will be placed on an eligible list. Unless otherwise specified, the final rank order of the eligible list will be determined on the basis of the scores received on the written test, plus Veterans Credits and Seniority Credits where appropriate. The eligible list established as a result of this examination will be established for four years, but may expire after one year if superseded by a new list.
- 13. **Application Verification and Background Checks** – Statements made on the Examination Application are subject to verification. A clearance from the Commissioner of Education will be required for employment within a school district for those positions that are designated by the school district as having direct contact with students.
- 14. Persons holding a permanent position in this title, in this department are not eligible for admittance to this examination.

15. **Veterans Credits.** The following information and instructions pertain to those candidates who are claiming Veterans Credits. **Please note that Veterans Credits will not be granted after the establishment of the eligible list.**
- If you are claiming Veterans Credits as either a disabled or non-disabled veteran, you must check the appropriate box on the **Application for Examination** form and answer all questions accurately and completely. You must also complete the **Application for Veterans Credits** (obtained in the Schenectady County Civil Service Office or on the Civil Service Department website at www.schenectadycounty.com), and submit the DD-214 Discharge Papers showing that you have an honorable discharge. Failure to do so may result in a denial of your claim for Veterans Credits.
 - If you are claiming credits as a disabled veteran, you must in addition to meeting the requirements as indicated on the Examination Application, be certified by the United States Department of Veterans Affairs as being disabled in the actual performance of duty in any war; that the disability is rated at ten percent or more, and that the disability exists at the time of application for appointment or promotion.
 - All claims for Veterans Credits are tentative and must be verified through inspection of discharge papers and related documents prior to the establishment of the eligible list. All statements you make in support of your claim for Veterans Credits are subject to investigation and substantiation by the Schenectady County Civil Service Commission. In the event of subsequent disclosure of any material misstatement or fraud in your claim, your appointment may be rescinded and you may be disqualified from further appointment on which you have been granted additional credits as a result of such material misstatement or fraud.
 - Any candidate who is currently serving in the armed forces of the United States on a full-time active duty basis, other than active duty for training, may file for Veterans Credits on an examination **prior to the list being established.**
 - **Conditional Veterans Credits.** A qualified candidate receiving Conditional Veterans Credits will be restricted from certification using the credits until the appropriate documentary proof indicating that the service was in time of war and that the individual received an honorable discharge or was released under honorable circumstances has been presented. It is the candidate's responsibility to provide such proof to the Schenectady County Civil Service Office in order to have the restriction removed and be certified at a score including the Veterans Credits. Until such documentation is submitted, a candidate may only be certified with the examination score, not including the Veterans Credits.
 - **Additional Veterans Credits.** Effective January 1, 2014, additional Veterans Credits may be granted to veterans who:
 1. Used Non-Disabled Veterans Credits to obtain a civil service appointment or promotion with New York State or a local government; and
 2. Subsequent to such appointment, are certified by the US Department of Veterans Affairs as having a service connected disability rated at 10% or more.

16. **Seniority Credits (Promotional Exams Only).** Seniority Credits will be added to an eligible score based on continuous permanent competitive class service in the jurisdiction holding the examination. Service would be credited up to and including the date of examination as follows:

| No. of Years | Credits | No. of Years | Credits | No. of Years | Credits |
|------------------|---------|----------------|---------|----------------|---------|
| Less than 1 year | 0 | 6 to 10 years | 2 | 16 to 20 years | 4 |
| 1 to 5 years | 1 | 11 to 15 years | 3 | 21 to 25 years | 5 |

Each additional 5 years will be credited 1 point in accordance with the above schedule.

17. **Additional Credits for Eligible Children or Siblings of Firefighters and Police Officers Killed in the Line of Duty.** If you are either a child or sibling of Firefighter or Police Officer killed in the line of duty as defined in Civil Service Law Sections 85-a or b (see below), you may be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which the deceased firefighter or police officer had served. 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. **You must contact this office regarding these credits upon submission or your application for examination.**

- **Civil Service Law Section 85-a.** Children of firefighters and police officers killed in the line of duty are eligible for these additional credits.
- **Civil Service Law Section 85-b.** Siblings of Firefighters and Police Officers killed in line of duty (World Trade Center, September 11, 2001) are eligible for these additional credits. Pursuant to CSL §85-b, “killed in the line of duty” shall mean having died in the performance of duty as the natural and proximate results of participation in the rescue effort that was conducted in response to such attack.

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