



**COUNTY OF ERIE - DEPARTMENT OF PERSONNEL**  
invites applications for the position of:

## **Computer Support Technician-ECMC #17-872 PROMOTIONAL**

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<b>SALARY:</b>	\$42,536 - \$55,066 Annually
<b>OPENING DATE:</b>	09/18/15
<b>CLOSING DATE:</b>	10/14/15
<b>APPLICATION FEE:</b>	\$20.00

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF THE ERIE COUNTY MEDICAL CENTER. There is one vacancy at Erie County Medical Center. The eligible list resulting from this examination will be used to fill future vacancies at ECMC only.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

*Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.*

### **EXAMPLES OF DUTIES:**

A *Computer Support Technician* is responsible for installing, customizing and maintaining local area network operating software and supporting client PC hardware and software applications;

Provides support and implementation of local area networks by customizing vendor supplied operating software and assisting in the installation of the operating hardware;

Assists in the training and instruction of local area network users and local area network coordinators;

Implements the upgrading of work station software on local area networks;

Evaluates systems software and hardware and provides reports;

Provides support of PC hardware and assists clients in utilizing application software;

May install and maintain network cabling systems.

**QUALIFYING EXPERIENCE FOR TAKING THE TEST:** Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for **12 months** immediately preceding OCTOBER 14, 2015 in an Information Technology position job group VII, VIII or IX plus:

- A. Graduation from a regionally accredited or New York State registered two or four year college or university with an Associate's degree or completion of at least sixty-four credit hours in Data Processing, Computer Science or closely related program and one year of experience in local area network installation, maintenance, training or programming; or:
- B. Graduation from high school or possession of a high school equivalency diploma and three years of experience in local area network installation, maintenance, training or programming; or:
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTES: **1.** Verifiable part-time and/or volunteer experience will be pro-rated toward meeting the experience requirements. **2.** Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. 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. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**Notice to Candidates:**

**Transcripts will now be accepted by the Department of Personnel ONLY at time of application.  
All subsequent transcripts must be submitted at time of interview.**

**SUPPLEMENTAL INFORMATION:**

A medical examination may be required before appointment.

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS.

*(See application for more information.)*

APPLICATIONS MUST  
BE POSTMARKED BY

**October 14, 2015**

The examination will consist of two parts: a rated evaluation of training and experience and a qualifying PC-administered test. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

**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: Computer Programming; Help Desk; User Support; Network Administration; Business/Systems Analysis; Microcomputer Repair.

**Qualifying Tests:**

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying Simulation Test of User Support and Training

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

WAIVER POLICY FOR QUALIFYING TEST: If a candidate has previously passed an IT qualifying Test prepared by the New York State Department of Civil Service within the last two years and using the same test plan as announced, the qualifying test may be

waived. A candidate requesting such a waiver must submit verifiable evidence of passing the qualifying test, including the name of the Civil Service agency that administered the test and the test date.

Retest Policy: Candidates who fail the qualifying PC-administered test may request one retest by writing to the Erie County Department of Personnel. A waiting period of 6 months is required before the retest is administered.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)

**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

### INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

**RATINGS REQUIRED**: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows: Seniority: For each year of service in the classified service:

Less than 1 year.....	0 points
1 year up to 6 years.....	1 point
Over 6 years up to 11 years.....	2 points
Over 11 years up to 16 years.....	3 points
Over 16 years up to 21 years.....	4 points
Over 21 years.....	5 points

**VETERANS**: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

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.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY**: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than **two weeks** before the test date, so they can make arrangements for taking all tests at one test site. **\*\*For this exam, please complete and submit an Erie County EXAMS CROSS-FILER Form with your Erie County exam application to alert Erie County Civil Service about your additional exams being held at other locations on the same day.\*\*** The Cross-Filer Form is found online at: [www2.erie.gov/employment/index.php?q=applications](http://www2.erie.gov/employment/index.php?q=applications) or call (716) 858-8484. All examinations for positions in State government will be held at a State examination center. You will be advised by letter when and where to report for your examinations.

**MILITARY STATUS**: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**ADMISSION TO EXAMINATION**: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS**: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**TRAINING AND EXPERIENCE**: If a subject of the examination, training and experience may not be rated if all passing

candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**ELIGIBILITY FOR EXAMINATION:** You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

**NOTICE:** Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

**BACKGROUND INVESTIGATION:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offense are subject to evaluation and may result in disqualification. Applicant will be required to submit the necessary fees for the fingerprint processing, where required.

**\*\*IMPORTANT APPLICATION FEE –  
READ CAREFULLY\*\***

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. 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.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.
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