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

Senior Microcomputer Technical Support Specialist #63-196 OPEN

SALARY: Varies

OPENING DATE: 10/09/14

CLOSING DATE: 11/05/14

DESCRIPTION:

SALARY VARIES

RESIDENCE REQUIREMENTS: THERE ARE NO RESIDENCY REQUIREMENTS FOR PARTICIPATION IN THIS EXAMINATION. Preference in certification may be given to candidates who have been a resident of the jurisdiction in which the appointment is to be made for one month preceding the date of the eligible list certification and who are residents of the jurisdiction at the time of appointment. Non-residents may be required to become a resident of the appointing municipality if local law so states. At present there are three vacancies at **Erie 1 BOCES** with a salary range of $29.80 per hour.

EXAMPLES OF DUTIES:

A ***Senior Microcomputer Technical Support Specialist*** performs more complex specialized work in the design, development and implementation of computer applications and local area network operating systems in a suburban school district; designs, develops, and implements local area networks and their operating systems; directs the installation, customization and maintenance of vendor supplied software for LANs operations; generates and maintains LAN operating systems; coordinates ongoing LANs, WANs and telecommunications network operations; prepares charts, tables and diagrams to assist in analyzing LAN's problems; advises training staff in LAN administrator and operator training programs; assists in the training and instruction in LAN operating systems and Token Ring systems; analyze, defines and designs requirement statements for dial-up communications; studies and evaluates new methods, procedures, hardware and software to determine adaptability to LAN/WAN technology and provide recommendations; schedules staff to insure proper operation of wide area and telecommunication networks.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the date of the written test:

A. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree and three years of experience in data processing which included at least one year of experience in programming and/or maintenance of vendor supplied operating software and one year of experience in the installation and maintenance of LAN operating systems; or:

B. Graduation from a regionally accredited or New York State registered two or four year college or university with an Associate's Degree in Data Processing, Computer Science, Business Administration or related field and five years of experience in data processing which included at least one year of experience in programming and/or maintenance of vendor supplied operating software, and one year of experience in the installation and maintenance of LAN operating systems; or:

C. Graduation from a high school or possession of a high school equivalency diploma and seven years of experience in data processing which included at least one year of experience in programming and/or maintenance of vendor supplied operating software, and one year of experience in the installation and maintenance of LAN operating systems; or:

D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C).

SPECIAL REQUIREMENT: Under current New York State Law, candidates seeking employment with school districts in New York State will be required to undergo fingerprinting and a criminal history background check prior to appointment. A processing fee may be required.

NOTES: **1.** Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time 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.)*

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

EXAMINATION DATE	*	APPLICATIONS MUST BE POSTMARKED BY
December 6, 2014		**November 5, 2014**

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: www.cs.ny.gov/testing/localtestguides.cfm

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. PRINCIPLES OF NETWORKED COMMUNICATIONS: These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.
2. 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.
3. 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, data base management, data communications and other applications. The questions asked are not specific to any vendor or any model of PC.
4. 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.

NOTICE TO CANDIDATES: Unless otherwise noted, 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 materials.

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 CANDIDATES

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

Mail your application form when completed to the Erie County Department of Personnel, 95 Franklin St., Buffalo, NY 14202.

Candidates who submit incomplete applications and documentation may be disqualified. The Erie County Department of Personnel reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

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.

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 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.

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.

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 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.

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.

RATINGS REQUIRED: Tests are rated on a scale of 100 with a passing mark at 70. Unless the announcement states otherwise, you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

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.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

In accordance with State Law, Governor's Executive Order 6, and Section 504 of the Federal Rehabilitation Act of 1973, as amended the County of Erie does not discriminate against handicapped persons in access to employment, during employment, or in any of its programs and activities

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to verify information contained on the application. Verifiable part-time and/or volunteer experience may be pro-rated toward meeting full-time experience requirements

ELIGIBLE LIST: The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate. Eligible lists are active for a minimum of one year and a maximum of four years from the date established.

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. Applicants may be required to pay a fee for the investigation.
NOTE: Fingerprints are sometimes required at the time of appointment. When they are required, the fee involved must be paid by the appointee.

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

A $20.00 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.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or 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 by the close of business on the Application Deadline as listed on the Examination Announcement. The form is available at the Erie County Personnel Department, 95 Franklin Street, Buffalo, NY (Room 604) or can be downloaded from the County's website at www.erie.gov. Click on "County Departments and Agencies", then "Erie County Civil Service".

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.