



FULTON COUNTY PERSONNEL DEPARTMENT
FORT JOHNSTOWN BUILDING
1 E. MONTGOMERY STREET
JOHNSTOWN, NEW YORK 12095
Phone: (518) 736-5574 * Fax: (518) 736-1027

**announces a Civil Service examination
for the following:**

**No. 20447 Open Competitive - Decentralized
* * * COMPUTER SUPPORT SPECIALIST * * *
Gloversville Enlarged School District**

**LAST FILING DATE:
JULY 2, 2019**

A \$12.50 PROCESSING FEE OR WAIVER OF THIS FEE MUST ACCOMPANY YOUR APPLICATION

FEE: There is a \$12.50 non-refundable examination fee. When filing an application by mail, include a cashiers check or money order, payable to the Fulton County Treasurer. **Do not send cash or a personal check.** When filing in person with cash, the exact amount must be submitted. If the fee or fee waiver documentation proof does not accompany the application, the application will be rejected and returned to the applicant. There will be NO REFUNDS to applicants who fail to appear for the exam or fail to meet the minimum qualifications required for admittance to the exam, therefore, applicants are cautioned to review this announcement carefully.

WAIVER OF EXAMINATION FEE FOR UNEMPLOYED AND FOR PUBLIC ASSISTANCE RECIPIENTS: 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 Examination Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Last Filing Date as listed on the Examination Announcement. (The Request for Examination Application Fee Waiver and Certification form can be obtained from the Fulton County Personnel Department, Fort Johnstown Building, 1 E. Montgomery Street, Johnstown, New York 12095, telephone number 518-736-5574.)

APPLICATIONS: Applications are available at the Fulton County Personnel Department or on the Fulton County website www.fultoncountyny.gov. Examination applications must be obtained and filed with the Fulton County Personnel Department. The Department recommends that you do not wait until the last day to file your application. When received in our office after 4:00 PM, on the last filing date, the application will be rejected and returned to the applicant. The correct examination number and title must appear on the application form. EVERY question on the application should be answered and complete in all aspects. Under "Duties" you must describe the nature of the work personally performed by you, with estimated percentages of time spent on each type of work. This department does not acknowledge receipt of applications or take responsibility for non-delivery or postal delay.

Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination.

Any application you may have previously filed will not gain you admittance to this exam and will not be used to obtain additional information. You must refile a separate Application for Examination during the official filing period as set forth in this announcement.

DISQUALIFICATION OF EXAMINATION APPLICATIONS:

When an application for an examination is disapproved by the Director of Personnel, the candidate will be given ten (10) calendar days to appeal this determination. Your appeal must clearly demonstrate that you meet or exceed the minimum qualifications as set forth on the examination announcement. Additional information must be pertinent, detailed and accurate. Your appeal must be in writing, addressed to the Personnel Department, 1 East Montgomery Street, Johnstown NY 12095, and received in this department no later than 4:00pm of the tenth calendar day. If the tenth calendar day falls on a Saturday or Sunday, the candidate will have until 4:00pm that following Monday to submit their appeal.

LOCATION OF POSITIONS/VACANCY: There is currently one vacancy in the Gloversville Enlarged School District.

**PLEASE POST CONSPICUOUSLY AT A HEIGHT REACHABLE BY PEOPLE IN WHEELCHAIRS
AND WITH OTHER MOBILITY IMPAIRMENTS - REMOVE AFTER LAST FILING DATE**

ELIGIBLE LIST: The eligible list will remain in existence for a period of one (1) year, unless extended by the Director of Personnel to a maximum of four (4) years. When a list has existed for more than one year, it may terminate upon the establishment of a new list. This list will be used to fill this vacancy and any other appropriate full-time or part-time competitive vacancy occurring in an agency under the jurisdiction of the Fulton County Director of Personnel, anytime during the life of the eligible list.

SPECIAL ARRANGEMENTS: May be made if you require a religious accommodation, are a disabled person, or deprived of participation on the scheduled date due to active military service. Specific information must be requested when filing your application.

2019 ANNUAL SALARY: \$52,000

RESIDENCY: Candidates must, at the time of examination and at least four (4) months prior thereto, be a resident of Fulton County. Candidates who live outside Fulton County, but within a school district or special district (including Hamilton-Fulton-Montgomery BOCES and OESJCSD), whose civil service is administered by the Fulton County Director of Personnel, may apply to take the examination only for positions for their school district or special district (including Hamilton-Fulton-Montgomery BOCES and OESJCSD).

Preference in appointment from open-competitive lists may be given to candidates who have been residents of the locality in which appointment is to be made for four (4) months prior to the date of the written test. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

TYPICAL WORK ACTIVITIES (Illustrative but not exhaustive):

Provides the school district with level 1 support by evaluating, diagnosing and troubleshooting problems related to computers, printers, telephones, mobile devices, projectors and other peripheral equipment;

Resolves basic hardware and software malfunctions;

Utilizes electronic help desk system to set task schedule, document and record service records and provide updated ticket status for users;

Configures new computers/mobile devices for district network access;

Ensures users have consistent and appropriate access to software applications;

Performs routine maintenance and upgrades of hardware and software including installation;

Installs, extends, terminates and connects network and/or other cabling;

Manages WiFi utilization on mobile devices;

Provides secondary support on network devices, telephone and security systems, etc., including issues with telephone and wireless;

Maintains a variety of records and reports including detailed and structured notes on help desk tasks;

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM QUALIFICATIONS: Graduation from high school, possession of a high school equivalency diploma, or a high school individual education plan diploma, and

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Technology, Data Processing, Computer Science, Electronic Technology or closely related field; or
- (B) Two years of experience in the maintenance of computers and related peripheral equipment, computer troubleshooting and repair or computer help desk support; or
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

All experience required to meet the minimum qualification section is PAID.

Part-time experience will be pro-rated as follows:

16-23 hrs/wk...1/2 time 24-31 hrs/wk...3/4 time 32+ hrs/wk....full-time

If qualifying by A or C (education options), a copy or photocopy of your official academic transcript showing courses taken and degree conferred (if a degree is required) must accompany your application. If submitting a photocopy, this office must be able to verify it is an official transcript. Your transcript does not have to be submitted in a sealed envelope from the Registrar's Office. If your transcript, as previously described, does not accompany your application, your application will be disqualified and you will be given ten (10) days to submit documentation to substantiate your qualifications. If you fail to provide a copy or photocopy of your official transcript within the ten (10) day period, you will not be allowed to participate in the examination.

Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency from a member company of the National Association of Credential Evaluation Services, Inc. (NACES). You can write to the Examination Information Desk of this Department for a list of NACES members who provide this service. You must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES: Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

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: Approved candidates will complete a questionnaire on the New York State Civil Service web site 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	USER SUPPORT
NETWORK ADMINISTRATION	DATA COMMUNICATIONS
TELECOMMUNICATIONS	BUSINESS/SYSTEMS ANALYSIS
MICROCOMPUTER REPAIR	

QUALIFYING PC-ADMINISTERED TEST WILL BE DESIGNED TO TEST FOR KNOWLEDGE, SKILLS, AND/OR ABILITIES IN SUCH AREAS AS:

- 1. 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.
- 2. 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.
- 3. 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 users 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: If a candidate has previously passed an IT Qualifying Test prepared by the New York State Department of Civil Service 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 New York State Civil service agency that administered the test and the test date.

AT THE EXAM THE USE OF CELLULAR PHONES, BEEPERS, ETC. IS STRICTLY PROHIBITED.

VETERANS' CREDITS: Veterans, Disabled Veterans, or candidates currently in the armed forces claiming the additional credit allowed veterans in competitive examination, must apply for such credit while filing their examination application or at any time between the date of the application but prior to the date of the establishment of the resulting eligible list. The time periods, for which veterans' credit is permitted, are defined in Question 12 on the examination application. To receive additional veterans' credit you must file a separate Veterans' Credit Application including acceptable supporting documentation for each examination. Veterans' Credit is added only to the score of the examination when the candidate's passing grade is 70 or higher.

CHILDREN AND SIBLINGS OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY CREDIT: In conformance with sections 85-a and 85-b of the Civil Service Law, children and siblings 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, sister or brother has served. If you are qualified to participate in this examination and are a child or sibling 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. Children and siblings of firefighters and police officers killed in the line of duty credit is added only to the score of the examination when the candidate's passing grade is 70 or higher.

RATING AND REVIEW: 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 and Section 7.1 of the State's Civil Service Rules and Regulations. No reviews of any kind will be permitted nor will any appeals be accepted. The Personnel Department, at the request of a candidate, will verify the accuracy of his/her score, and notify the candidate in writing.

ANY LAST-MINUTE CHANGE OR CANCELLATION WILL BE BROADCAST OVER RADIO STATION WENT (AM 1340) BETWEEN 6 AND 8 AM ON THE DATE OF THE EXAMINATION.

FULTON COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, CREED, COLOR, NATIONAL ORIGIN, MARITAL STATUS, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISIONS OF SERVICES.

ISSUED: 6/7/19