



SULLIVAN COUNTY
PERSONNEL OFFICER ANNOUNCES
CIVIL SERVICE EXAMINATION
(OPEN TO THE PUBLIC)

HELP DESK/DOCUMENTATION SPECIALIST

EXAM NUMBER: **20399**

DATE OF INITIAL POSTING: **12/21/2009**

EXAM DATE: **Continuous**

APPLICATIONS ACCEPTED UNTIL: **Continuous**

NON-REFUNDABLE APPLICATION FEE: \$10.00

CERTIFICATION OF ELIGIBLE LIST

The eligible list resulting from this examination will be certified for filling vacancies as they occur in the Sullivan County Department of Management Information Systems.

RETESTING:

Once you have participated in this examination, you will not be permitted to participate in the examination for a period of six months. Candidates who take this examination a second time for the purpose of increasing their test scores will have a final score based upon the higher of the two scores.

DISTINGUISHING FEATURES OF THE CLASS

This position serves as the initial point of contact for troubleshooting hardware and software issues within the County. The incumbent is responsible for assistance in problem recognition, research, isolation, resolution and follow-up steps. This position requires experience and understanding of the Information Systems (IS) environment. Work involves tracking equipment failures, maintaining hardware and related component inventories and performing routine software modifications. Work is performed under the supervision of the Help Desk/Documentation Coordinator, Chief Information Officer or designee with some leeway for independent judgment in resolving less complex problems involving the use of the help desk system.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree or higher in Computer Science or a related field and two (2) years of experience in the support of PC hardware and software in a large enterprise environment with personal computers and network servers, including troubleshooting and resolving problems in the areas of word processing, spreadsheets, telecommunications and electronic mail, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (A) above, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Must possess and maintain a valid driver's license; ability to safely lift and carry fifty (50) pounds.

NOTE: College degree or transcript must be submitted with application.

PLEASE REFER TO RESIDENTIAL PREFERENCE STATEMENT ON BACK OF THIS EXAM ANNOUNCEMENT FOR INFORMATION REGARDING COUNTY RESIDENCY REQUIREMENT FOR FILLING POSITIONS IN A DEPARTMENT WITHIN THE COUNTY OF SULLIVAN GOVERNMENT.

Background Investigation: Applicant 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.”

SUBJECT OF EXAMINATION – EXAMINATION SCOPE

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

Telecommunications

Microcomputer Repair

Qualifying pc-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These multiple-choice 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 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.

User Support and Training

This simulation exercise 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.

Working Effectively with Others to Solve Job-Related Problems

This simulation exercise 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 exercise, 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 test scores may be banked for a period of up to two years and applied to future examinations for titles that require the same test plan.

FEE STATEMENT: A NON-REFUNDABLE FEE IS REQUIRED FOR EACH SEPARATELY NUMBERED EXAMINATION FOR WHICH YOU APPLY. THE AMOUNT OF THE FEE IS STATED ON PAGE ONE.

IF THE EXAM DATE HAS BEEN ANNOUNCED, THE REQUIRED FEE MUST ACCOMPANY YOUR APPLICATION. SEND CHECK OR MONEY ORDER PAYABLE TO THE SULLIVAN COUNTY PERSONNEL DEPARTMENT. DO NOT MAIL CASH. Since no refund will be made, you are urged to compare your qualifications with the requirements for admission and file only for those examinations for which you are qualified.

THE FEE WILL BE WAIVED ONLY FOR PERSONS:

- 1) eligible for Medicaid; or
- 2) receiving Supplemental Security Income Payments, or
- 3) receiving Public Assistance in the form of Foster Care, Safety Net, TANF (Temporary Assistance to Needy Families), or
- 4) certified as eligible to receive assistance under the Workforce Investment Act or Job Training and Partnership Act, or
- 5) *unemployed AND primarily responsible for the support of a household.

***NOTE:** Individuals who can be claimed as a dependent on any other person's tax return **ARE NOT** eligible for application fee waiver as head of household.

Candidates wishing to claim this waiver must check the appropriate boxes in Section (E) on page (1) of their application and provide the requested information and/or documentation with their application. Such claims are subject to later verification. If the fee (or a properly documented fee waiver request) is not received by the filing deadline, you will not receive an admission letter to the examination.

ADMISSION LETTERS: APPLICANTS WHO MEET THE QUALIFICATIONS FOR THIS EXAMINATION WILL RECEIVE AN ADMISSION LETTER APPROXIMATELY SEVEN DAYS BEFORE THE SCHEDULED TEST DATE. If you qualify to receive an admission letter and do not receive it within seven (7) days of the test date, contact the Personnel Department at (845) 807-0485 to report that you did not receive an admission letter. No consideration will be given to requests for special test dates that are based upon an applicant's failure to receive an admission letter for the regular test date.

CROSS-FILING: IF YOU HAVE APPLIED TO TAKE OTHER CIVIL SERVICE EXAMINATIONS WITH NEW YORK STATE OR OTHER LOCAL GOVERNMENT JURISDICTIONS ON THE SAME DATE YOU MUST MAKE ARRANGEMENTS TO TAKE ALL EXAMINATIONS AT ONE TEST SITE.

You must make your request for these arrangements no later than two weeks before the date of the examinations. For this Sullivan County examination, call (845) 807-0485 or write to the Sullivan County Personnel Department, Government Center, 100 North St., P.O. Box 5012, Monticello, New York 12701.

APPLICATION FORMS: USE FORM SC-330, APPLICATION FOR EXAMINATION OR EMPLOYMENT, FOR THIS EXAMINATION. A SEPARATE APPLICATION MUST BE FILED FOR EACH EXAMINATION FOR WHICH YOU ARE APPLYING. ALL ITEMS IN THE APPLICATION MUST BE COMPLETED. ALL APPLICANTS WILL EITHER BE ADMITTED TO THE EXAMINATION OR WILL BE INFORMED OF THE REASON FOR DISQUALIFICATION. COMPLETED APPLICATIONS MUST BE RECEIVED BY THE PERSONNEL OFFICE OR MUST BE POSTMARKED NO LATER THAN THE LAST FILING DATE. THE PERSONNEL OFFICER RESERVES THE RIGHT TO REJECT OR ACCEPT APPLICATIONS RECEIVED AFTER THE ADVERTISED FILING PERIOD. TO OBTAIN AN APPLICATION FORM, CONTACT THE SULLIVAN COUNTY PERSONNEL DEPARTMENT AT 100 NORTH STREET, P. O. BOX 5012, MONTICELLO, NEW YORK 12701, OR TELEPHONE 845-807-0485.

EDUCATION: WHERE HIGH SCHOOL GRADUATION IS REQUIRED, A HIGH SCHOOL EQUIVALENCY DIPLOMA FROM ANY STATE OR AN ARMED FORCES GED (HIGH SCHOOL LEVEL) WILL BE ACCEPTABLE. IN EVALUATING A CANDIDATES QUALIFICATION, 30 CREDIT HOURS EQUALS ONE YEAR OF COLLEGE. SUCH CREDIT HOURS SHALL BE EARNED AT AN ACCEPTABLE COLLEGE OR UNIVERSITY (ONE RECOGNIZED BY THE NEW YORK STATE EDUCATION DEPARTMENT AS FOLLOWING ACCEPTABLE EDUCATIONAL PRACTICES). TRANSCRIPTS SHOULD BE SUBMITTED WHENEVER THE QUALIFICATIONS REQUIRE A SPECIFIC COLLEGE MAJOR OR SPECIFIED NUMBER OF CREDITS.

EXPERIENCE: VERIFIABLE UNPAID, PART-TIME AND VOLUNTEER EXPERIENCE IN ONE OF THE SPECIALIZED AREAS MAY BE SUBSTITUTED FOR AN EQUIVALENT AMOUNT OF THE REQUIRED PAID EXPERIENCE UNLESS OTHERWISE STATED. PART-TIME EXPERIENCE WILL BE PRO-RATED.

VERIFICATION OF QUALIFICATIONS: CANDIDATES MAY BE INVESTIGATED OR CALLED FOR AN INTERVIEW TO DETERMINE WHETHER THEY ARE QUALIFIED FOR APPOINTMENT.

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.

PROMOTION EXAMINATIONS: PERSONS COMPETING IN PROMOTION EXAMINATIONS CAN BE APPOINTED ONLY IN THE JURISDICTION IN WHICH THEY ARE PRESENTLY EMPLOYED. ANY PERSON WHOSE NAME IS PRESENTLY ON A PREFERRED LIST AND WHO MEETS THE REQUIREMENTS FOR A PROMOTION EXAMINATION IN THE AGENCY FOR WHICH THE TEST IS BEING HELD IS ELIGIBLE TO COMPETE IN THE EXAMINATION.

ELIGIBLE LISTS: THE ELIGIBLE LIST RESULTING FROM THIS EXAMINATION MAY BE USED FOR APPOINTMENT TO OTHER TITLES DEEMED TO BE SIMILAR AND APPROPRIATE. ELIGIBLE LISTS WILL BE ESTABLISHED FOR A MINIMUM OF ONE YEAR. ELIGIBLE LISTS IN EXISTENCE FOR MORE THAN ONE YEAR WILL TERMINATE UPON THE ESTABLISHMENT OF A NEW ELIGIBLE LIST FOR THE SAME TITLE.

CONTINUOUS RECRUITMENT EXAMINATIONS: 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. APPEAL OF RATINGS WILL NOT BE ALLOWED AS THE OPPORTUNITY FOR RETEST EXISTS.

MILITARY STATUS: IF YOU EXPECT TO ENTER MILITARY SERVICES, YOU MAY STILL COMPETE IN THE EXAMINATION AND BE APPOINTED OR REINSTATED AFTER YOUR RETURN FROM ACTIVE DUTY. YOU MUST SUBMIT AN APPLICATION FOR THE REGULARLY SCHEDULED TEST TO BE CONSIDERED FOR A SPECIALLY SCHEDULED EXAMINATION AFTER YOUR RETURN FROM ACTIVE DUTY.

VETERANS CREDITS: IF YOU ARE ELIGIBLE FOR ADDITIONAL CREDIT YOU MUST SUBMIT AN APPLICATION FOR VETERANS CREDIT WITH YOUR APPLICATION FOR EXAMINATION OR AT ANY TIME BETWEEN THE DATES OF YOUR APPLICATION FOR EXAMINATION AND THE DATE OF THE ESTABLISHMENT OF THE RESULTING ELIGIBLE LIST. APPLICATIONS FOR VETERANS CREDIT ARE AVAILABLE FROM THIS OFFICE. VETERANS CREDITS CAN ONLY BE ADDED TO A PASSING SCORE. EFFECTIVE JANUARY 1, 1998, THE STATE CONSTITUTION WAS AMENDED TO PERMIT A CANDIDATE **CURRENTLY IN THE ARMED FORCES** TO APPLY FOR AND BE CONDITIONALLY GRANTED VETERANS CREDIT IN EXAMINATIONS. ANY CANDIDATE WHO APPLIES FOR SUCH CREDIT MUST PROVIDE PROOF OF MILITARY STATUS TO RECEIVE THE CONDITIONAL CREDIT. **NO CREDIT MAY BE GRANTED AFTER THE ESTABLISHMENT OF THE LIST.** IT'S THE RESPONSIBILITY OF THE CANDIDATE TO PROVIDE APPROPRIATE PROOF INDICATING THE SERVICE WAS IN TIME OF WAR, AS DEFINED IN SECTION 85 OF THE CIVIL SERVICE LAW, AND THAT THE CANDIDATE RECEIVED AN HONORABLE DISCHARGE OR WAS RELEASED UNDER HONORABLE CONDITIONS IN ORDER TO BE CERTIFIED AT A SCORE INCLUDING VETERANS CREDITS.

RATING OF EXAMINATIONS: THIS EXAMINATION IS 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 TEST. EXAMINATIONS ARE RATED ON A SCALE OF 100 WITH THE PASSING MARK AT 70. UNLESS THE ANNOUNCEMENT STATES OTHERWISE, YOU MUST PASS THE WRITTEN TEST AS WELL AS ANY OTHER PART SUCH AS A PERFORMANCE TEST, ORAL EXAMINATION OR SUCH OTHER REQUIREMENTS AS MAY APPLY. TEST INSTRUCTIONS MAY FURTHER DIVIDE THE TEST INTO PARTS AND SET MINIMUM STANDARDS FOR EACH PART.

ALTERNATE TEST DATES: ALTERNATE TEST DATES CAN BE ARRANGED IF YOU ARE UNABLE TO PARTICIPATE IN THE TEST ON THE REGULAR TEST DATE FOR AN ACCEPTABLE REASON. REQUESTS FOR ALTERNATE TEST DATES MUST BE MADE IN WRITING AT THE TIME THAT YOU APPLY AND MUST INDICATE THE REASON FOR REQUESTING THE ALTERNATE TEST DATE.

SPECIAL ACCOMMODATIONS: IF YOU REQUIRE A SPECIAL ACCOMMODATION AT THE TEST CENTER, YOU MUST REQUEST THIS ACCOMMODATION IN WRITING AT THE TIME THAT YOU APPLY, CLEARLY STATING THE ACCOMMODATION REQUESTED AND THE REASON FOR REQUESTING THE SAME.

RESIDENTIAL PREFERENCE: PREFERENCE IN CERTIFICATION FROM OPEN COMPETITIVE LISTS MAY BE GIVEN TO RESIDENTS OF THE MUNICIPALITY/JURISDICTION MAKING THE APPOINTMENT. THERE MAY BE SPECIFIC REQUIREMENTS FOR RESIDENCY FOLLOWING APPOINTMENT. PROMOTIONAL EXAMS ARE EXEMPT FROM THIS REQUIREMENT.

SENIORITY: SENIORITY WILL BE CREDITED IN PROMOTION EXAMINATIONS BY ADDING POINTS TO THE SCORES OF PASSED CANDIDATES. SENIORITY WEIGHING WILL BE ONE POINT FOR EACH CREDITABLE FIVE YEAR PERIOD OR FRACTION THEREOF BEYOND THE INITIAL YEAR OF SERVICE. CREDIT WILL BE GIVEN ONLY FOR PERMANENT CLASSIFIED SERVICE ON A CONTINUOUS BASIS PRIOR TO THE EXAMINATION.

PUBLIC OFFICERS: A PUBLIC OFFICER MUST BE AT LEAST 18 YEARS OF AGE, A CITIZEN OF THE UNITED STATES, A RESIDENT OF THE MUNICIPALITY IN WHICH EMPLOYED, AND MUST NOT HAVE BEEN CONVICTED OF A VIOLATION OF SELECTIVE TRAINING AND SERVICE ACTS OF THE UNITED STATES. APPOINTMENTS TO COMPETITIVE CLASS POSITIONS ARE FOR AN INDEFINITE TERM UNLESS SPECIFIC TERMS HAVE BEEN SET BY LOCAL, SPECIAL OR GENERAL LAW.

CALCULATORS, SLIDE-RULES OR OTHER REFERENCE MATERIALS: 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 MATERIALS TO THE TESTING SITE.

NOTE: IF AN OPEN COMPETITIVE AS WELL AS A PROMOTION EXAMINATION IS GIVEN ON THE SAME DAY, QUALIFIED CANDIDATES MAY COMPETE IN BOTH EXAMINATIONS BY FILING A SEPARATE APPLICATION FOR EACH. THE PROMOTION LIST WILL TAKE PRECEDENCE OVER THE OPEN COMPETITIVE LIST IN FILLING VACANCIES. ONCE THE PROMOTION LIST HAS BEEN EXHAUSTED, THE OPEN-COMPETITIVE LIST WILL BE USED TO FILL VACANCIES OCCURRING THEREAFTER. THIS EXAMINATION MAY BE USED FOR FILLING POSITIONS IN THE COUNTY GOVERNMENT. SULLIVAN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER M/F/V/H.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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.

FINGERPRINTING: A STATE AND/OR NATIONAL FINGER PRINT SUPPORTED BACKGROUND INVESTIGATION IS REQUIRED BEFORE AN APPOINTMENT IS MADE TO SOME POSITIONS. THE CRIMINAL JUSTICE SERVICES REQUIRES THAT EACH REQUEST FOR SUCH SEARCH BE ACCOMPANIED BY A FEE. CANDIDATE IS RESPONSIBLE FOR THIS FEE.