NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – G2
Lockport, New York 14094

Malcolm A Needler
Personnel Officer

(716) 438-4071

INFORMATION TECHNOLOGY TECHNICIAN

No 209-83 Examination Open to the Public   **Salary Range – $29.52 - $34.60**

The examination will be held to establish an eligible list used to fill one current vacancy and any appropriate vacancies in the Niagara County Information Technology Department that may occur during the life of the list.

RESIDENCE REQUIREMENTS: Candidates must have been legal residents of Niagara County for at least one (1) month immediately preceding the date of the written examination and such residency must continue until the time of appointment.

MINIMUM QUALIFICATIONS: **Candidates must meet the following on or before the date of the written exam. If you do not meet these qualifications, your application will be disapproved and your filing fee will not be refunded.**
1.   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree or higher in computer information systems, management information systems, computer science or closely related field and one (1) year full-time paid experience in the following: website development, programming and maintenance; creating/maintaining databases, reports and forms; and email system administration; OR
2.   Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher in computer information systems, management information systems, computer science or closely related field and two (2) years full-time paid experience in the following: website development, programming and maintenance; creating/maintaining databases, reports and forms; and email system administration; OR
3.   Graduation from high school or possession of an equivalency diploma and three (3) years of the experience stated in 1; OR
4.   An equivalent combination of training and experience as defined by the limits of 1 and 2.

NOTES:
1.   Successful completion of a course of study or certification offered by a technical training institute, college or a corporate training program may be substituted for the credit hours in college-level computer science, computer information systems, or a closely related field; or for one (1) year of appropriate experience, if the following conditions are met:
        a.   The course of training involves learning the fundamental aspects of either web design development, computer programming, systems analysis, telecommunications systems, LAN/WAN system configuration or a similar course with technical emphasis on the operation of a connected computer system.
        b.   The candidate provides an official description of the coursework and evidence that it was successfully completed.
2.   Coursework in the use of specific programs such as WORD, EXCEL or ACCESS and data entry is not acceptable.

DUTIES: This position involves responsibility for providing a variety of technical services relative to a municipality's information technology needs. The incumbent plans, develops, and maintains websites, content management, analytics, social media, email systems, provides training and other support services for computer users and performs computer programming. The work is performed under the general supervision of the Director of Information Technology with leeway allowed to exercise independent judgment in carrying out the details of the work. Does related work as required.

DRUG SCREENING: Applicants may be required to undergo a drug-screening test to determine suitability for appointment in accordance with local policies. Applicants who test positive may be restricted from future certification.

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.

FEE WAIVERS: Waivers for the filing fee must be completed in full and submitted with required documentation or your application will be disapproved.

APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY OR POSTMARKED BY THE FILING DEADLINE.
YOUR APPLICATION WILL BE DISAPPROVED IF PAYMENT IS NOT RECEIVED BY THE FILING DEADLINE.

FILING DEADLINE

JULY 10, 2020

A **non-refundable $15.00 application fee** is required.
Apply and pay online or submit a check or money order
payable to: **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: June 15, 2020

PC QUALIFYING EXAM TO
BE ADMINISTERED AT A
LATER DATE

SUBJECT OF EXAMINATION: 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. The Training and experience questionnaire will be completed on the internet and candidates will have two (2) weeks to complete. Instructions and deadlines for completing this questionnaire will be sent to all **approved** candidates after the last filing date for this examination. The PC – Qualifying test will be administered at a later date. Candidates will be contacted once applications are reviewed to participate in the PC – Qualifying test.

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; Data Communications; Telecommunications; Business/Systems Analysis; Web Site Development; and Microcomputer Repair**

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 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 WAIVER: PC Qualifying Test scores may be banked and applied to future examinations for titles that require the same test plan for a period of two (2) years from the date of this examination. A candidate requesting a waiver must have verifiable evidence of qualifying on an exam administered by the Niagara County Civil Service, or any municipal Civil Service Commission, or the New York State Department of Civil Service. Information submitted must contain the title, location and the test plan for the qualifying test and the date taken. **Candidates requesting a waiver must clearly indicate the waiver request on their examination application.**

NO RETEST WILL BE OFFERED to candidates who fail the qualifying test for this exam.

CANDIDATES NOTE: You are responsible for completing all sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the work week, final salary, and duties performed by you, must be shown. Be very specific in explaining experience that will qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. **EACH SEPARATE SHEET ATTACHED TO THE APPLICATION MUST BE SIGNED.**

COLLEGE CREDITS MUST BE VERIFIED WITH AN OFFICIAL TRANSCRIPT. If you have listed college or special courses on your application it will be necessary for you to submit an official transcript or special course certificate. **Documents can be submitted electronically or in hardcopy format but must be on official letterhead or stationary.** *If these documents are not on file prior to canvassing/certification for vacant positions, your name will not be canvassed/certified and your name will be removed from consideration for all appointments.*

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

Please review IMPORTANT EXAMINATION INFORMATION FOR CANDIDATES

Niagara County Civil Service #2020-72