



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

*Malcolm A Needler
Personnel Officer*

(716) 438-4071

MICRO COMPUTER COORDINATOR

No 20-080 Examination Open to the Public

Salary varies by municipality

The examination will be held to establish an eligible list used to fill one vacancy in the Niagara Wheatfield School District and any other appropriate vacancies that may occur in various agencies under the jurisdiction of Niagara County Civil Service during the life of the list. **The list established from this exam will supersede any existing list for this title.**

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. **Preference in appointment may be given to successful candidates who have been residents of the municipality in which the appointment is made. Non-residents may be required to become a resident of the appointing municipality if local law so states.**

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 an Associate's Degree in computer science, computer technology, computer repair or a closely related field; **OR**
2. Graduation from high school or possession of a high school equivalency diploma, and two (2) years of full-time paid experience in computer or telecommunications network operation, installation, maintenance or repair; or help desk and computer user training and support; **OR**
3. An equivalent combination of training and experience as defined by the limits of (1) and (2).

SPECIAL REQUIREMENT:

Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

DUTIES: This position involves responsibility for providing technical support for an organization's information technology needs. The details of the work vary according to location; however, generally this class of positions involves computer and/or telecommunications network installation, configuration, maintenance and repair, and/or help desk and user support. The incumbent may also operate a personal computer utilizing a variety of software and may do so for production work on a regular, routine basis. The incumbent may also analyze work processes and plan the computerization of manual work methods. The work is performed under the general supervision of a higher-ranking employee. The incumbent does not exercise supervision. Does related work as required.

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.

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: **Help Desk; User Support; Network Administration; Data Communications; Telecommunications; Business/Systems Analysis; Web Site Development; and Microcomputer Repair**

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

OCTOBER 23, 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: September 29, 2020

**PC QUALIFYING EXAM
TO BE ADMINISTERED
AT A LATER DATE**

IMPORTANT: 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.

NOTE: 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

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 WAIVER: 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.

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.

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.

NOTICE TO CANDIDATES: The use of calculators is **ALLOWED**. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboard such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited. **Cell phones and smart watches are prohibited.**

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 #2020-80