



**NIAGARA COUNTY
CIVIL SERVICE
111 Main Street – Suite G2
Lockport, New York 14094-2740**

*Malcolm A Needler
Personnel Officer
(716) 438-4071*

HELP DESK RECEPTIONIST

NO. 23-094 Open to the Public

Salary: \$20.86 - \$27.71/hour

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

RESIDENCE REQUIREMENTS: Candidates must have been a legal resident of Niagara County or a contiguous county (Erie, Orleans, or Genesee) for at least one (1) month immediately preceding the date of the written examination and such residency must continue until the time of appointment. Salaries vary within the municipalities. **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.**

Graduation from high school or possession of an equivalency diploma **and** one of the following:

1. One (1) year of paid general office experience which involved the use of word processing, spreadsheet, and database software applications; **or**
2. One (1) year of paid experience which involved the support of word processing, spreadsheet, and database software applications in a customer environment; **or**
3. Satisfactory completion of thirty (30) college credit hours; **or**
4. An equivalent combination of training and experience as defined by the limits above.

NOTE:

1. Part-time experience will be pro-rated.
2. Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

DUTIES: The work involves responsibility for providing first-line help-desk support to users, maintaining logs of problems, and coordinating problem-solving efforts. The incumbent is also responsible for operating computers and peripheral equipment, utilizing common word processing, spreadsheets, database, graphics, and communications software, and for performing routine minor operator preventive maintenance. Work is performed under the supervision of a technology/computer administrator. Does related work as required.

FEE WAIVERS: Waivers for the filing fee must be completed in full and submitted with required supporting 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.

ORIGINAL APPLICATIONS
MUST BE RECEIVED BY 4PM
OR BE POSTMARKED BY
OCTOBER 12, 2023

A **non-refundable \$15.00 application fee** must accompany each application. Submit a copy of your online payment or a check or money order payable to **Niagara County Civil Service**

ANNOUNCEMENT ISSUED: September 15, 2023

Instructions for online
Training & Experience
questionnaire will be sent
after 10/9/2023

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.

SUBJECT OF EXAMINATION: – The examination will consist of rated evaluation of training and experience. 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; and User Support.**

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.

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, 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.

COLLEGE ACCREDITATION: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies that provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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 request **that your institute forward to us** an official transcript or special course certificate. These documents must be received in our office by the time your name is considered for possible appointment. **These documents must be received in our office by the time your name is considered for possible appointment. *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 # 2023 - 94