



**WAYNE COUNTY  
CIVIL SERVICE – HUMAN RESOURCE OFFICE**

26 Church Street \* Lyons, New York 14489  
Telephone: (315)946-7483 Facsimile: (315)946-7488 Web: web.co.wayne.ny.us

**Computer Services Assistant  
Training and Experience Examination**

Examination Number:	20-617 T & E
Last Filing Date:	By close of business day on Friday, November 29, 2019
Application Fee:	\$10.00 (Non-refundable, must be submitted with completed application)

At present there is a position within the Lyons Central School District. The eligible list will be used to fill this and any future vacancies.

**2020 County Hourly Rate: \$ 23.25**

**Other Locations: varies depending on appointing authority**

**DUTIES:** involves responsibility for providing Technical support services for computer training to personnel including the installation and maintenance of computer software and related peripheral equipment.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable practices with an Associate Degree in computer science, electronic data processing or related field and one year of experience in the operation of micro-computers and peripheral equipment; including installation and maintenance of computer software and hardware; or
- B. Graduation from high school or possession of a high school equivalency diploma and three years of experience as described in (A) above; or
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**SCOPE 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 grade.

Candidates must first complete an examination application and return to the Wayne County Human Resource Department on or before the last filing date of November 29, 2019. Approved candidates will be sent a notice containing directions to a website address needed to complete a training and experience questionnaire.

Approved candidates will be required to complete and submit an on-line questionnaire between January 1, 2020 and January 31, 2020. Note: Candidates will not be able to claim any credit for training and experience gained after the application filing deadline of November 29, 2019.

Candidates who fail to submit the on-line questionnaire by midnight, January 31, 2019 will not receive a rating. The eligible list will be established for a period of one year.

Continued over

## **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	Data Communications
Telecommunications	Business/Systems Analysis	Web Site Development	

### **Qualifying Tests:**

#### **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 scores may be banked and applied to future examinations for titles that require the same test plan.**

Retest is possible on performance tests. If a candidate fails a performance test he/she will have the opportunity for retest without retaking the written test. There will be a thirty- (30) day waiting period for retest. Candidates must request in writing an appointment for retest. A candidate can be tested three times per year on performance test. If a candidate does not qualify on the performance portion of the test their name will not be placed on the eligible list.

**CALCULATORS:** Calculators are allowed for the computerized test. Only quiet hand-held solar or battery powered calculators are allowed. Calculators/devices with typewriter keyboards, such as portable computers, personal digital assistants, address books, language translators or similar devices are NOT ALLOWED. Candidates will NOT be permitted to access the calculator on the computer provided for test.

**Issued 9/17/19    AN EQUAL OPPORTUNITY EMPLOYER    PLEASE SEE OTHER SIDE FOR ADDITIONAL INFORMATION**

**Important Information:**

**APPLICATIONS** and further information may be obtained by writing or calling in person at the WAYNE COUNTY HUMAN RESOURCES, 26 Church Street, Lyons, New York 14489 (315-946-7483). Information may also be obtained by visiting our website at [www.co.wayne.ny.us](http://www.co.wayne.ny.us)

Completed applications, which must be delivered personally or received by the close of business date indicated on announcement.

The candidate **MUST** complete and submit an Application for Examination for each examination they wish to apply for. Falsification of any part of the Application will result in disqualification. Applicants must complete every question on the application form. Incomplete applications will be disapproved. **Submission of a resume** does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement of the application and not a substitute for it. To receive credit for experience on a job, basic information such as address, name, title of supervisor, hours in a work week, final salary, etc. Must be shown on the application. We do not make any formal acknowledgement of the receipt of an application or take responsibility for non-delivery of mail or postal delay.

**APPLICATION FILING FEE:** A non-refundable filing fee must be submitted for each separately numbered examination for which you apply. Send check or money order payable to Wayne County, write the examination number on your check/money order. Cash will be accepted if returning application in person. **AS NO REFUNDS WILL BE MADE, YOU ARE URGED TO CHECK THE MINIMUM QUALIFICATIONS CAREFULLY.**

**APPLICATION FEE WAIVER:** *A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of 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 Application Fee Waiver and Certification" form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. The form is available on our web site [co.wayne.ny.us](http://co.wayne.ny.us)

**RESIDENCY:** Candidates must be legal residents of Wayne County for at least ONE month immediately preceding the last filing date of the acceptance of applications. For some examinations, residency may be waived where recruitment is difficult. A municipality or district **may** exercise its right under **Section 23-4a of Civil Service Law** to request a certification of eligible candidates who have been residents of that municipality or district for at least **30 days** prior to appointment. After the names of residents have been exhausted, Wayne County must then certify the names of non-residents on the list.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT:** 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 as involving direct contact with students, a clearance for employment from the State Education Department is required.

**FINGERPRINTING:** Background checks may be required to determine suitability for employment for all positions.

**ADMISSION LETTER:** Approved candidates will receive an "Admission Letter" by mail at least 10 days before the exam date stating -Place, date and time of the exam. Candidates will not be admitted to the exam unless they have an "Admission Letter". If you do not receive an admission letter at least 10 days prior to the examination please call the Personnel Office at (315)946-7483. Disqualified candidates will be sent a notice of disqualification.

**PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Wayne County. Additional information is available at <http://studentaid.ed.gov/sa/sites/default/files/public-service-loan-forgiveness.pdf>

**USE OF CALCULATORS:** Unless otherwise specified on the examination announcement, candidates are permitted to use quiet hand held solar/battery powered calculators. Devices with typewriter keyboards, spell check, address books, language translators, dictionaries or similar devices are prohibited. You may not bring cellular phones, beepers, pagers, or headphones.

**MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY:** If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must complete cross filer form and notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center – cross filer form must be submitted to the Wayne County HR Dept.

**RELIGIOUS OBSERVERS - DISABLED PERSONS - ACTIVE MILITARY MEMBER:** If you need special arrangements to take this examination because of Religious Observer, Active Military Duty, or a Disabled Person and need special accommodations in order to participate in the examination, you must notify the Personnel Office on or before the last filing date of the examination. The request must be in writing and should describe the accommodations you need. Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with a religious observance or practice, check the box under "Religious Accommodations." We will make arrangements for you to take the test on a different date (usually the following Monday).

**VETERANS' PREFERENCE:** Veterans or Disabled Veterans who have served on active duty during the creditable periods of war will be eligible for veteran's credits (Dates are on the back of Civil Service Application). If you desire to claim additional credits you may make application for such additional credit on the back of the application and **MUST SUBMIT A CERTIFIED COPY OF YOUR DD-214. A Veteran Credit application must be completed and submitted with completed application – Form available on website.** In order to be considered for veteran credits, the proper forms **MUST** be submitted to the Personnel Office before the eligible list is established. Veteran credits will only be added to a passing score of 70 or higher.

**PREPARATION & RATING OF EXAM:** This examination is being 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 the preparation and rating of examinations will apply to this examination.

**ELIGIBLE LISTS:** The duration of an eligible list may be fixed for a minimum period of one and not more than four years. Appointment from an eligible list must be made from the top three candidates' will to accept appointment.

**DECENTRALIZED EXAMS:** The Personnel Office reserves the right to terminate the special recruitment program at any time for decentralized examinations and re-establish a program of periodic testing for decentralized examinations.

**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 and 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.

**PROMOTIONAL EXAMINATIONS: SENIORITY POINTS** will be added to an eligible score as follows: 0.1 points for each 6 months based on the length of continuous competitive class service in the appointing jurisdiction up to a maximum of twenty years.