

# ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE

112 STATE STREET, ROOM 900

ALBANY, NEW YORK 12207

[csinfo@albanycounty.com](mailto:csinfo@albanycounty.com)

Revised: February 12, 2019

ANNOUNCES A CONTINUOUS RECRUITMENT EXAMINATION FOR

## HELP DESK TECHNICIAN (BOCES)

Exam # 50004

**FILING FEE:** \$20.00 **non-refundable** filing fee for each application submitted. **NO CASH ACCEPTED.** Make check or money order payable to Albany County Director of Finance. Include examination number on your check. The exam fee is waived for those receiving public assistance or unemployment benefits and the application must be accompanied by a completed Application Fee Waiver Request and Certification Form (ACS-04).

**TO BE HELD:** Application review will begin on **to be determined**. Approved candidates will be sent a notice the week of **to be determined** containing directions to a website address needed to complete a Training and Experience Questionnaire. After the questionnaire submission period, applicants will be notified of the time and location of the Qualifying Information Technology exam (see below).

**LAST FILING DATE:** Application must be received by or postmarked by **to be determined**.

**VACANCIES:** List will be used to fill future vacancies as they occur in the Capital Region BOCES, serving school districts throughout the Capital Region and elsewhere in New York State.

**SALARY:** \$38,945 - \$64,385

**RESIDENCY REQUIREMENT:** Not applicable.

**DUTIES OF POSITION:** The Help Desk Technician/Trainee is the primary contact with employees regarding repair and troubleshooting. Incumbent provides prescribed technical assistance to users via the telephone for problems that are routine in nature. Enters calls into department support call tracking database/system. Troubleshoots technical support requests to determine if problem is caused by hardware/software, or peripheral equipment. Incumbent answers multiple line telephone in the performance of the duties. Incumbent may perform duties out of the office at user specific locations. Supervision is not a responsibility of this class. Work is performed under the general direction of Network and Systems Technicians. Does related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following requirements on or before the last date for filing: EITHER:

- Graduation from a New York State or regionally accredited college or university with at least a Bachelor's Degree in management information systems, computer science, information resources management, information technology, or a closely related field; OR,
- Graduation from a New York State or regionally accredited college or university with an Associate's Degree in management information systems, computer science, information resources management, information technology, or a closely related field and two (2) years full-time paid experience as a computer technician; OR,
- Graduation from high school or possession of a high school equivalency diploma and four (4) years full-time paid experience as a computer technician.

**NOTE: Copies of college transcripts indicating completion of degree are required if you qualify under A or B.**

**NOTE: See general instructions to applicants' page for the experience rating scale.**

**NOTE:** Following completion of a successful one year probationary period, individuals with permanent competitive status as Help Desk Technician Trainee (BOCES) mature to Help Desk Technician (BOCES) without further examination.

**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 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
- Network Administration
- Data Communications
- Microcomputer Repair

### **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.

- ◆ When applying, use form ACS-21, the **ALBANY COUNTY APPLICATION FOR EXAMINATION AND EMPLOYMENT**. Examination applications, other forms and information can be found on our website, [www.albanycounty.com/civilservice](http://www.albanycounty.com/civilservice)

**PLEASE READ THE BACK OF THIS ANNOUNCEMENT FOR ADDITIONAL IMPORTANT INSTRUCTIONS**

## GENERAL INSTRUCTIONS TO APPLICANTS

**APPLICATION FORMS:** Use the Albany County Application for Examination or Employment (Form ACS-21) when applying. Examination announcements, applications, and study guides (when offered and available) can be found online at: [www.albanycounty.com](http://www.albanycounty.com). Or, if you do not have access to a computer, you can request application forms or announcements by sending a self-addressed, stamped legal-sized envelope to:

**ALBANY COUNTY DEPARTMENT OF CIVIL SERVICE, 112 STATE ST. - ROOM 900, ALBANY, NY 12207**

- Submit a separate application for each exam applied for. Photocopies will be accepted with exam title and number on each application.
- The applicant should be certain that **every question** is answered on the ACS-21, and that the application is complete in all respects, including the title of the examination. **Education and work experience should be documented on the application regardless if the candidate has elected to attach a résumé.** All statements made by candidates in their applications are subject to verification.

**TRANSCRIPTS:** Generally, whenever college transcripts or diplomas are requested, copies of the originals are acceptable and should be submitted with the application, or as soon as possible **before** the exam. This applies to standard examinations, and does not apply in the case of examinations for Training and Experience.

**EXPERIENCE RATING SCALE:** Experience will be rated as follows: 1-10 hours worked per week = ¼ time; 11-20 hours worked per week = ½ time; 21-30 hours worked per week = ¾ time; 31-40 hours worked per week = full time.

**LAST FILING DATE:** It is the applicant's responsibility to ensure that the application and appropriate filing fee are received by the Albany County Department of Civil Service or postmarked by the United States Postal Service by the last filing date of the examination.

**VETERANS' CREDITS:** For the purpose of claiming veterans' credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war.

➤ Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, and provided they have not previously used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.

➤ Veterans and disabled veterans who are eligible for additional credit must submit a copy of their separation papers (DD-214) within two (2) months of the last filing date for the examination. Veterans' credits can only be added to a passing score on the examination.

➤ A candidate currently in the armed forces may apply for and be conditionally granted veterans' credits 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 is the responsibility of the candidate to provide appropriate documentary proof indicating that 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.

➤ If a veteran previously received five (non-disabled) points on an open-competitive examination and subsequently became certified as disabled, he or she would be entitled to receive another five (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

➤ If a veteran previously received two and one-half (non-disabled) points on a promotion examination and subsequently became certified as disabled, he or she would be entitled to receive another seven and one-half (disabled) points on a subsequent examination whether an open-competitive or a promotion examination.

**ADDITIONAL CREDITS FOR 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 (10) 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 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.

**ALTERNATE TEST DATE POLICY:** This policy and the required application can be found on our website, [www.albanycounty.com](http://www.albanycounty.com). The policy clearly states the specific circumstances whereby a candidate may be able to reschedule his/her test, as well as the procedure that must be followed. The candidate will be notified by mail if the application was or was not approved. If approved, the alternate test date will be specified.

**SABBATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS:** Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to Albany County Civil Service as soon as possible before the test date.

**MULTIPLE EXAMINATIONS SCHEDULED FOR SAME DAY:** If you have applied to take a written test announced by another jurisdiction scheduled to be held on the same test date as this written test, you must call (518) 447-7770 no later than two weeks before the test date to make arrangements for taking all tests at one test site.

**ADMISSION TO EXAMINATION:** Albany County Civil Service does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. **Applicants who have not received notice by this deadline should contact Albany County Civil Service.**

➤ Every candidate should bring their notice to appear, social security number and a Photo ID to the examination. Do not interpret a notice to appear for, or actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.

**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. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

**MEDICAL EXAMINATIONS:** Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

**ELIGIBLE LISTS:** Eligible lists are established for a minimum duration of one year but may be extended, before expiration, for a total of not more than four years. Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

**PREFERENCE IN APPOINTMENT:** Pursuant to New York State Civil Service Law § 23-4a, preference in appointment may be given to eligible candidates who have been legal residents of the civil division where the vacancy, or anticipated vacancy, exist for one (1) year from appointment.

**CONTACT THIS OFFICE AT 447-7770 WITH ANY QUESTIONS AND BE SURE TO FILE YOUR APPLICATION PROMPTLY.**

Albany County does not discriminate on the basis of race, religion, color, national origin, gender, age, gender identity or expression, sexual orientation, disability, genetic information, veteran status or marital status in its programs, employment and activities.

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER