



**Ontario County Department of Human Resources**  
**3019 County Complex Drive**  
**Canandaigua, NY 14424**  
[www.co.ontario.ny.us](http://www.co.ontario.ny.us) ~ ~ (585) 396-4465

*Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful*

*Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community*

## INFORMATION TECHNOLOGY SUPPORT TECHNICIAN II

Continuous Civil Service Exam held in Ontario County  
 (Open to the public)

**Exam Number**  
**20-382**

**Applications Accepted Continuously**  
**Training & Experience Examination**  
**Held Periodically**

**Application Fee\***  
**\$15.00** (Do not send cash)

\*The non-refundable **Application and Administrative Fees** must be submitted at time of application (credit or debit card only).

A \*Fee Waiver is available to candidates who meet the requirements.

It is the applicants' responsibility to clearly show that they meet the minimum qualifications for the position.

### TRAINING & EXPERIENCE EXAMINATION

Applicants who are approved for this examination will be mailed instructions for completing Part 1, Rated Evaluation of Training and Experience, of the examination.

If successful in Part 1 of the examination, candidates' names will be placed on the Eligible List subject to successful completion of Part 2, Qualifying PC-Administered Test. Part 2 will be conducted when vacancies occur.

See the 'Subjects of Examination' for further information regarding the Training & Experience Examination process.

**Pay Rate:** Wayne-Finger Lakes BOCES 2020 starting salary: \$46,250 – ending salary based on experience and demonstrated abilities. Salary varies by location.

**Vacancy:** This examination is being held to establish an Eligible List to fill future vacancies in this title, which may occur during the life of the Eligible List. An eligible may receive only one Permanent appointment from this Eligible List. If an eligible accepts a Contingent-Permanent appointment their name will be removed from the Eligible List only for the department or agency in which she/he received the Contingent-Permanent appointment. Once appointed, there will be a probation period of 8 to 52-weeks based on performance of duties.

Eligible Lists established by Ontario County Department of Human Resources are used to fill vacancies in Ontario County Government, its Cities, Towns, Villages, School Districts, Fire Districts, and public Libraries, the Finger Lakes Community College, Geneva Housing Authority, and the Wayne-Finger Lakes BOCES.

**Residency Requirements:** Candidates must have been legal residents of New York State for at least one month immediately preceding the examination date.

In accordance with Section 23-4 (a) of the Civil Service Law, **preference in appointment** may be given to residents in the jurisdiction where the vacancy exists. When preference in certification is given, an eligible must have been a resident of such municipality for at least one month prior to the date of certification and must be a resident of such municipality at the time of certification and appointment. Applicants must list a home address to be considered for preference in certification.

**Minimum Qualifications:** EITHER:

1. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Engineering Technology or a related field AND one (1) year of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; OR
2. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree PLUS twelve (12) college credits in Computer Science, Engineering Technology or a related field AND two (2) years of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; OR
3. Graduation from high school or possession of a high school equivalency diploma AND three (3) years of full-time paid experience, or its part-time equivalent, gained within the past five (5) years, which involved the operation and resolution of software and hardware problems associated with networked personal computers or mobile devices AND network operating systems; OR
4. An equivalent combination of training and experience as defined by the limits of (1), (2) or (3) above.

**Substitution:** Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree or higher in Computer Science, Engineering Technology or a related field may substitute for one (1) year of the experience if the education was completed within the past five (5) years.

**Job Description:** This involves providing advanced technical support for software and hardware. An incumbent in this position is responsible for the installation of desktop computers, network, and mobile device hardware and software. The position is also responsible for analyzing and resolving problems with desktop computer and network hardware and software. The employee works under the general supervision of a higher level staff member. Does related work as required.

**Background Investigation:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and other records check as part of such investigation. Criminal convictions or other offenses are subject to evaluation and may result in disqualification. Applicants will be required to submit the necessary fees for the fingerprint processing, where required.

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**Subjects 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.

**Subjects of Examination:** (continued)

**PART I - 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
Telecommunications	Business/Systems Analysis	Microcomputer Repair

Approved candidates will be mailed instructions for completing Part 1 of the examination.

**PART 2 – QUALIFYING PC-ADMINISTERED TEST:**

- 1. 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.
- 2. 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.
- 3. 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 scores may be banked and applied to future examinations for titles that require the same test plan.

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Statements made on the Application for Examination or Training & Experience Examination may be checked for accuracy. Any candidate who claims credit that he/she did not actually earn may be disqualified from this examination.

Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources).

**EMERGENCY CANCELLATION OF EXAMS WILL BE ANNOUNCED ON:  
CHANNEL 10 NEWS, NEWS10NBC.COM, and 1550 AM RADIO STATION.**

Applications will be accepted continuously, with the names of successful candidates being placed on the Eligible List within 30 days. Candidates will be Ranked on the Eligible List by order of final scores, regardless of the date on which they applied. Candidates will remain eligible for appointment for a duration of one year. **Candidates may apply for this examination at six-month intervals.**

The Ontario County Department of Human Resources reserves the right to terminate this special recruitment program and reestablish the periodic type of examination.

It is the candidates' responsibility to keep their contact information (email address, phone number & USPS mailing address) current. The Address Change Form can be found at the Ontario County Department of Human Resources website: [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources). To be considered for preference in certification based on residency, you must include the city and/or town/village and school district you live in. All communication is done electronically through the applicant provided email address.

**Disabled persons:** If special arrangements for testing are required, indicate this on your application form.

\*The required **NON-REFUNDABLE application and administrative fees** must be submitted at time of application. If your application is disapproved, the fees will not be returned to you. Do not send cash, check or money order. If you are approved and do not appear for the examination, you forfeit the fees as no refunds will be made. In accordance with Civil Service Law, Section 50.5(b), an exception to the fee requirements will be made only for persons who are unemployed and primarily responsible for the support of a household or who are receiving public assistance. The Fee Waiver Form can be found at the Ontario County Department of Human Resources website: [www.co.ontario.ny.us/HumanResources](http://www.co.ontario.ny.us/HumanResources).

**Special requirement for appointment in school districts or 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.

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 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.

**Evaluation of foreign post-secondary education:** Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

**Public Service Loan Forgiveness Program (PSLFP)** - The PSLF Program is intended to encourage individuals to enter and continue to work full-time in public service jobs. Under this program, you may qualify for forgiveness of the remaining balance on your (Direct Loan) loans after you have made 120 qualifying payments on those loans while employed full-time by certain public service employers. For more information about this program go to: <https://studentaid.ed.gov>

Ontario County is an **Equal Opportunity Employer** and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status or disabilities and, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Law and Rules and Regulations dealing with the rating of examinations will apply to this examination.

Michele O. Smith  
Director of Human Resources

Information Technology Support Technician II  
Exam No. 20-382  
Issued: February 28, 2020