



**Ontario County Department of Human Resources**  
**3019 County Complex Drive**  
**Canandaigua, NY 14424**  
[www.ontariocountyny.gov](http://www.ontariocountyny.gov) ~ ~ (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 Competitive)

**Exam Number**  
**21-518**

**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.

**Pay Rate:** Wayne-Finger Lakes BOCES 2023 Starting Salary: \$48,453. Salary varies by location.

**Residency Requirements:** Candidates must have their domicile as New York State for at least one month immediately preceding the examination date.

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

**Minimum Qualifications:** EITHER:

1. Possession of Associate's Degree, or higher, 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. Possession of 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:** Receipt of a Bachelor's degree, or higher, in Computer Science, Engineering Technology or a related field may substitute for one (1) year of the required experience if the education was completed within five (5) years of date of application.

**Special Note: Education:** 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 who 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.

**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.

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.

**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 and psychological evaluation 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:** 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  
Telecommunications

User Support  
Business/Systems Analysis

Network Administration  
Microcomputer Repair

Approved candidates will be sent instructions for completing the examination.

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.

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Applications and further information may be obtained by visiting the ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES website at [www.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/HumanResources). Completed applications and application fees must be electronically submitted.

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.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/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.

\*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.ontariocountyny.gov/HumanResources](http://www.ontariocountyny.gov/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.

**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: <http://studentaid.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.

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**EXAM NO. 21-518**

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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. 21-518 Issued: January 31, 2023
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