

**COLUMBIA COUNTY CIVIL SERVICE COMMISSION**

**401 STATE ST., HUDSON, NEW YORK 12534**

**Phone: 518-828-6622**

**www.columbiacountyny.com**



Issue Date: 2/13/2024  
County #3534

Columbia County Civil Service Commission announces an  
open-competitive, Decentralized Training and Experience examination for:

**Computer Operator**

**#03534**

**Administration of an exam does not imply a vacancy exists**

**Last Filing Date for Applications:** March 20, 2024

**Training & Experience Test Date:** February 15, 2024 – March 26, 2024 – Time frame for submitting T&E questionnaire via the internet - instructions to be mailed to approved candidates

**Filing Fee:** Fee for this examination is \$15.00

**Residency:** Candidates must be a resident of Albany, Columbia, Dutchess, Greene, Rensselaer or Ulster County for four months prior to the date of the examination.

***\*\*Preference in appointment may be given to residents of each civil division (Civil Service Law 23.4)***

**Vacancy:** The eligible list established from this examination will be used to fill vacancies as they occur, **in all jurisdictions under Columbia County Civil Service**

**Salary:** \$32,000.00 - \$50,000.00 (depending on location)

**Duties of the position:** This position exists in the County, Questar III and school district Managed Information Systems Department and involves responsibility for the operation of technology including, but not limited to, computers, printers, and peripherals. This position will also provide helpdesk related services, including end-user support in the use of technology and associated applications as needed. This position will be responsible for data entry and backup on computer systems and perform a variety of clerical activities. Work is performed under the general supervision of the department head on routine assignments in accordance with clearly defined procedures. The department head is available for consultation on unusual problems and to provide instruction on new or difficult assignments. Supervision over others is not a responsibility of this class. The position does related work as required. Typical work activities (Illustrative only): Operates computer systems, printers, and related software and peripherals; Studies technical operating instructions to ascertain proper operational procedure, sequence and requirements; Makes routine repairs and adjustments to computer, printer and peripheral equipment, and performs clerical and technical documentation procedures as needed; Performs computer application based functions such as document design, production, website design and maintenance. Performs clerical functions related to department procedures and related activities in the office (IE. Purchase requests, billing, payroll submission, etc); Provides end user training sessions as needed on the usage of computer hardware and software products or associated technologies; Provides cross training sessions with existing support team members in support of current & future job related responsibilities; Manages inbound support calls associated with end user hardware and software related problems. Works to resolve them quickly and escalates as needed to other team members or contacts technology vendor(s) directly for support; Uses employer provided support ticketing solution(s) to document all inbound support calls to track support activity, time spent, and details associated with resolution. Maintains documentation, policies & procedures and manuals on associated IT/MIS system operations in support of associated job responsibilities. Full performance knowledge, skills, abilities and personal characteristics expected of candidate: Working knowledge in the use and operation of servers, workstation desktops, laptops, and related peripheral equipment; working knowledge of office terminology, procedures and equipment; working knowledge of business technology; ability to write legibly; ability to make minor adjustments and repairs to computer and related peripheral equipment; ability to plan and schedule work; ability to understand and follow oral and written directions; clerical aptitude; organized; computer literacy; speed and accuracy.

## GENERAL INSTRUCTIONS TO CANDIDATES

Applications may be obtained from Columbia County Civil Service, 401 State St., Hudson, NY 12534 Phone: 518 828-6622. Applications will be accepted for filing during **OFFICE HOURS ONLY** Monday – Friday 8:00 am – 4:00 pm or via mail...Applications postmarked on the last filing date will be accepted. **Applications received/postmarked after the last filing date will not be accepted.**

**Note:** Sabbath observers/disabled persons/military members: If special arrangements for testing are required, indicate this on your application form.

**VETERANS CREDITS:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotional examination), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the examination. Effective 1/1/98 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in exams. 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 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' credit.

*"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."*

**RESIDENCY REQUIREMENTS:** Candidates must be a resident of Columbia County at the time of exam and for four months prior to the date of the examination, unless otherwise stated on the front of the announcement. Preference in appointment may be given to Columbia County residents or residents of each civil division (CS Law Section 23.4) when opened to contiguous counties. It is the responsibility of the candidate to file a Change of Address Notification Form (available @ Civil Service or @ [www.columbiacountyny.com](http://www.columbiacountyny.com) and all supporting documentation as necessary. Information provided will be reviewed at a monthly commission meeting. Date of address change on Eligible list will be effective the date of the commission meeting after information has been reviewed. No attempt will be made to locate candidates who have moved.

**RATING & REVIEW:** Unless the announcement states otherwise, this written examination is being prepared by NYS Civil Service and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the NYS Civil Service Rules and Regulations dealing with preparation and the rating of exams will apply to this written examination.

**TRANSCRIPTS:** Whenever college transcripts or diplomas are required, they should be submitted with the application for the examination.

**EXAM NOTICES:** The Commission does not acknowledge receipt of the application, but all applicants will be notified of the disposition of their application. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. Every candidate should bring his/her Social Security Number to the exam. Do not interpret a notice to appear for the exam to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the exam on the basis of statements made in the application. These statements may not be reviewed and/or verified until after the exam has been held. At that time those candidates not meeting the requirements will be disqualified. Candidates who are disqualified after taking the exam will not receive a score. If you have not received a notice to appear for the written test three days before the date of the test, you should call 828-6622.

**CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited. Cell phone calculators are prohibited.

**ELIGIBLE LIST:** The lists established as a result of examinations will remain in existence for a minimum of one (1) year maximum of (4) years. Changing conditions may make it advisable to certify to future vacancies at higher or lower salaries than announced. When an Eligible List has been in existence for less than one year and a new list for the same position or group of positions is established, the names of the persons remaining on the old list shall have preference in certification over the new list until such old list is one year old.

**FILING FEES:** A filing fee as indicated on the front will be required with your application. Please write the examination no. and your social security no. on your money order, certified or bank check. Please be advised that NO REFUNDS will be made, therefore, you are urged to compare your qualifications carefully with the requirements for admission and file only for those exams for which you are qualified. **MAKE MONEY ORDERS/BANK OR CERTIFIED CHECKS PAYABLE TO: Columbia Co. Treasurer & mail to Civil Service with your application. Cash is accepted (exact change is preferred). PERSONAL CHECKS WILL NO LONGER BE ACCEPTED.**

**APPLICATION WAIVER FEE:** A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a 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. Copies of the Application Fee Waiver and Certification form s are available at the Civil Service Office, 401 State St., Hudson, NY 12534 (518) 828-6622 or on our web site at [www.columbiacounty.ny.com](http://www.columbiacounty.ny.com).**

**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 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. If you need an alternate test date, see Alternate Test Date Policy @ [www.columbiacounty.ny](http://www.columbiacounty.ny) or call this office at (518) 828-6622 prior to the examination.

**MINIMUM QUALIFICATIONS:** A candidate must meet the qualifications on or before the last filing date.

**NOTE:** 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.

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

**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.

**NOTE: Evaluation of foreign post secondary education is required.** Please ask for a listing of private or not-for-profit companies who evaluate foreign credentials. You must obtain an independent evaluation of your education to verify the equivalency of your education to the minimum qualifications. This must be presented with your application at time of filing.

**Minimum Qualifications (ON OR BEFORE LAST FILE DATE):**

- A. Graduation from regionally accredited college or university or one accredited by the NYS Board of Regents to grant degree with an Associate's Degree in Management Information Systems, Computer Science, or related field; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in the operations of computers and related peripheral equipment; **OR**
- C. Four (4) years of clerical work experience involving computer data entry; **OR**
- D. An equivalent combination of training and experience as defined by the limits of (a), (b) and (c) above.

**Special Requirement:** Possession of a valid NYS Driver's License at the time of appoint and throughout employment.

**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 job's areas and to provide 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 – Network Administration - Data Communications – Telecommunications – Business/Systems Analysis – Web Site Development -Microcomputer Repair

**\*\*\*\*\*IMPORTANT\*\*\*\*\***

The Training & Experience Questionnaire will be conducted on the Internet.  
Instructions for completing this questionnaire will be sent to **all approved candidates.**

**Columbia County – An Equal Opportunity Employer**