COLUMBIA COUNTY CIVIL SERVICE COMMISSION
401 STATE ST., HUDSON, NEW YORK 12534
Phone: 518-828-6622
www.columbiacountyny.com

******AMENDED**AMENDED**AMENDED**AMENDED******

Issue Date: 10/3//22
County #3400

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

Computer Services Specialist #03400

Administration of an exam does not imply a vacancy exists

Last Filing Date for Applications: **November 18, 2022**

Training & Experience Test Date: **October 3, 2022 – November 28, 2022** – Time frame for submitting T&E questionnaire via the internet - instructions to be emailed to approved candidates

Filing Fee: Fee for this examination is $15.00
PERSONAL CHECKS ARE NO LONGER ACCEPTED (See reverse side for instructions)

Residency: Candidates must be a resident of Columbia, Albany, Dutchess, Greene, Rensselaer, or Ulster County for four (4) months prior to the exam.

Vacancy: The eligible list established from this examination will be used to fill vacancies as they occur, **in Columbia County MIS department only.**

Salary: $56,999.00

Duties of the position: This position provides employer with technical support in coordinating the purchase, installation, configuration and maintenance of computer related hardware, software and associated peripherals (i.e. printers, copiers, scanners, etc…). The incumbent also provides end user training to employees on workstation related applications (i.e. MS Office), employer provided technologies (i.e. eMail, Calendaring & scheduling, VPN Remote access, Wireless, etc...) and related employer usage guidelines, policies & or procedures. The work is performed under the general supervision of the Department Head. Supervision of others is not a responsibility of employees in this class. This position does related work as required. TYPICAL WORK ACTIVITIES (ILLUSTRATIVE ONLY): Assists in installation, configuration and maintenance of computer hardware and related equipment, including, but not limited to personal computers, laptops, monitors, printers, scanners, modems, etc.; Tests newly purchased computer hardware and software products to ensure reliability as part of the imaging and deployment process; Identifies deficiencies and problems with newly purchased computer hardware and software products, recommends and implements agreed upon solutions; Maintains network and computer security access according to department needs, including, but not limited to user profiles, passwords, application level authority, file level authority and associated services or miscellaneous access levels; Shares responsibility associated with the backup procedures according to department needs to protect critical business data from system, machine, and/or operational failures; 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 Call Tracking 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: Good knowledge of the installation of computer related hardware and related peripheral equipment; good knowledge of the operation and maintenance of computer hardware, associated operating system and related peripheral equipment; ability to install, operate and troubleshoot computer hardware and software problems and perform maintenance and repair of same; ability to advise and train others in computer operation and software application maintenance & upgrade; ability to interpret computer related error messages and or system failures; ability to understand and interpret technical written material and instructions; ability to communicate effectively both orally and in writing; ability to follow complex oral and written instructions; physical condition commensurate with the demands of the position.

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 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 then 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.**

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 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: Either

(A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Computer Science, Computer Technology or a related field; **OR**

(B) Graduation from high school or possession of a high school equivalency diploma **and** professional certification in computer related field; **OR**

(C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Special Requirement:
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

********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

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