

SYSTEMS TRAINING ASSISTANT

Date Published: 09/26/2011

Open Competitive Examination #: 67-634

Application Deadline: 10/18/2011

Exam Date: 12/03/2011

Promotional Examination #: 70-257

Application Filing Fee (Non-Refundable): \$15.00

ALL APPLICATIONS MUST BE FILED WITH THE ONONDAGA COUNTY PERSONNEL DEPARTMENT AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

\$15.00 Non-Refundable Application Fee You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. Payable by check or money order to Chief Fiscal Officer, or by VISA, MC or Discover. Cash will be accepted only if paying in person.

SALARY AND VACANCIES: Changing conditions may make it necessary to certify for future vacancies at higher or lower salaries than those announced.

The vacancies currently exist in the following department:

OCM BOCES - 2 vacancies, \$29,541-\$30,732 (2011)

This title also exists in the following jurisdiction; there are no current vacancies:

Syracuse City School District, \$31,012-\$39,283

The resulting open competitive eligible list will be used to fill present and future vacancies in any jurisdiction where the title exists. The resulting promotional eligible list will be used to fill present and future vacancies in OCM BOCES.

DUTIES: The work involves responsibility for instructing and reinforcing knowledge of a variety of "on line" and/or P.C. based applications used in educational computer services environment. Does related work as required.

RESIDENCE REQUIREMENT: OPEN COMPETITIVE examination candidates must have resided in the United States of America or one of its territories for not less than one (1) month immediately preceding the date of exam. Preference in appointment may be given to local residents. Appointments to positions in some municipalities are subject to residence requirements pursuant to local laws.

MINIMUM QUALIFICATIONS: On the date of examination, candidates must meet the following requirements:

PROMOTIONAL QUALIFICATIONS: Candidates must be serving and have served continuously on a permanent basis in the competitive class* for two (2) years immediately preceding the examination date in the title of Control Clerk and must be currently employed in OCM BOCES.

*Section 55-a: Candidates who are holding or who have held a permanent 55-a appointment in a qualifying title, and are otherwise qualified, shall be eligible to compete in this promotional examination pursuant to Section 55-a (4). Service in the 55-a position need not have been immediately preceding date of examination to be considered as qualifying.

OPEN COMPETITIVE QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate degree in computer science or a closely related field and one (1) year of work experience, or its part-time equivalent, in software product support and training, or;

B) Three (3) years of work experience, or its part-time equivalent, in software product support and training.

Volunteer Experience: Volunteer experience will be allowed to substitute for paid work experience as long as the volunteer experience is equivalent in nature to the paid work experience required for the position.

SUBJECT OF EXAMINATION: There will be a written test, which you must pass in order to be considered for appointment. The written test will be designed to test for knowledge, skills and/or abilities in the following areas:

1. Fundamentals of microcomputer systems

These questions test for knowledge of basic concepts and terminology related to microcomputers. They cover such topics as microcomputer and peripheral equipment; storage media; types of software used with microcomputers; and other associated terms and concepts.

2. Use and operation of microcomputers and related peripheral equipment

These questions are designed to test for technical knowledge and concepts relevant to the operation of a microcomputer and associated peripheral equipment for word processing, spreadsheet analysis, data base management, data communications and other applications. The questions asked are not specific to any vendor or any model of microcomputer.

3. Principles of providing user support

These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

4. Training users of computers

These questions test for knowledge of techniques for using computers and approaches to training others to use them. They cover such subjects as use of computer hardware, software and applications; preparing and evaluating instruction materials; determining the level of trainees' knowledge and the use of computers to provide instruction and feedback. The questions on training depend upon good judgment and practical experience rather than knowledge of abstract principles.

CALCULATORS: Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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. You may not bring books or other reference materials. You may not bring cellular phones, beepers, pagers, or headphones.

TEST GUIDE - The New York State Department of Civil Service has not prepared a Test Guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at:
www.cs.state.ny.us/testing/localtestguides.cfm

APPLICATION INSTRUCTIONS: Applications and credit card payment forms may be obtained in person from the Onondaga County Department of Personnel, by mail (include a self-addressed, stamped envelope) or downloaded at www.ongov.net/employment/document_center

APPLICATION FEE: Although a separate application is required for each examination number, candidates applying for more than one examination may pay all fees with a single check/money order or credit card form. You may pay by check, money order or by VISA, MasterCard, or Discover, payable to Chief Fiscal Officer. Cash will be accepted only if paying in person. Payment must accompany your application(s) (indicate examination number(s) on your check or money order). Onondaga County CSEA Members \$10: Promotional Application Fee. We do not accept applications by fax.

APPLICATION FEES ARE NON-REFUNDABLE. You are, therefore, urged to carefully compare your qualifications with the requirements for admission and file only for those examinations for which you are clearly qualified. If proofs (i.e. copy of license, certification, or transcript) are required, be sure that they accompany your application.

If you want Proof That You Submitted Your Application and/or Examination Fee, ask for a receipt or, if mailing your application, enclose a stamped, self-addressed envelope and request a receipt.

NOTE: A bounced check fee will be charged to you for any checks returned. Unless such fees are paid in full, you will not be permitted to participate in any examination(s) or be considered for appointment from resultant eligible lists. In addition, any subsequent application fees will not be refunded unless all such fees are paid in full.

FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for 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 (SSI); or Public Assistance (Temporary Assistance for Needy Families/Family Assistance of Safety Net Assistance); or are receiving Foster Care or are certified Workforce Investment Act eligible through a State or local service agency. A waiver of application fee will also be allowed if you are an Onondaga County resident and have honorably served or are now honorably serving in the Armed Forces, National Guard or Reserves (attach DD214, NGB-22, or current DD2-Military ID card or a Statement of Honorable Service from Unit to completed Application Fee Waiver Request and Certification form). All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete an Application Fee Waiver Request and Certification form and submit it with your application by the close of business at 4:30pm on the last file date as listed on the Examination Announcement.

The Application Fee Waiver Request and Certification form can be found in our office lobby or on our website in the Document Center.

EVALUATION OF FOREIGN POST-SECONDARY EDUCATION: If your degree and/or college credit was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. A list of acceptable companies providing this service may be obtained in person from the Onondaga County Department of Personnel or downloaded at www.ongov.net/employment/document_center. You will be responsible for the required evaluation fee.

ADDITIONAL CREDIT TO 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 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 date to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

VETERAN CREDITS: War veterans applying for additional credit must submit a copy of their DD-214 (discharge papers) with their application for examination or by one month following the date of examination. Veterans Credit Instructions and Application Forms are available in person from the Onondaga County Department of Personnel, by mail (include a self addressed stamped envelope) or online at www.ongov.net/employment/document_center. Veterans credit can only be added to a passing score on the examination. No credit may be granted after the establishment of the list. Candidates currently in the armed forces may apply for and be conditionally granted veterans credit in examinations. Any candidate who applies for conditional credit must provide proof of their military status with their application for examination or by one month following the date of examination. When discharged, it is the responsibility of the candidate to provide appropriate documentary proof, indicating that 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 the veterans credit.

APPLICATION DEADLINE POLICY: All applications along with application fees or proofs of waiver must be submitted to the Onondaga County Department of Personnel before the close of business at 4:30 p.m. on the date of last file as listed on the Examination announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the Application Deadline. Applications that are received through inter-office mail after the Application Deadline or that are submitted to any other department, office or agency and are not received in the Department of Personnel by the Application Deadline will not be accepted.

MILITARY APPLICANTS: In accordance with Section 243 of Military Law, military personnel serving on active duty in the armed forces of the United States during the filing period may be permitted to file an application for the examination after the application deadline date, but prior to the scheduled date of the examination. Contact the Onondaga County Personnel Department at (315)435-3537 for further information.

EXAM INFORMATION:

EXAM NOTICE: Candidates found eligible will be notified when and where to appear for examination. If you have not received notice of the examination location three (3) days prior to the examination, contact the Examination Unit at 435-3537. If an application is disapproved, due notice will be sent. Reasons for disapproval may be discussed with the reviewer.

FOR EMERGENCY CANCELLATION OF EXAMINATIONS TUNE TO: WIXT NEWS CHANNEL 9, WTVH NEWS CHANNEL 5, NEWS 10 NOW or any Clear Channel Radio Station.

EXAM ACCOMMODATIONS: If you desire accommodation at the exam site due to disability, please indicate the disability and desired conditions necessary to accommodate your disability on the application or on a paper attached firmly to your application.

RELIGIOUS ACCOMMODATION: Applicants whose religious beliefs prevent them from taking examinations on the scheduled date should indicate the need for special arrangements on their application.

EXAM RATING: When the written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law, the provision of the New York State Civil Service Rules and Regulations will apply.

ELIGIBLE LIST: Eligible lists are established, on average, within three months after the examination date. In accordance with the New York State Civil Service Law, an eligible list must remain in existence for one year from the date of its establishment or until there are no candidates left who are willing to accept appointment, whichever occurs first. The Personnel Commissioner may extend the list beyond one year to a maximum of four years. Agencies are required to hire from the eligible list according to the rule of three (see our FAQ document for examples of the Rule of Three). All candidates at the highest score are immediately eligible for consideration for appointment. Candidates at lower scores can only be considered when there are fewer than 3 candidates at the highest score.

When the eligible list is established you will be able to view the current eligible list and your status on-line by going to our website at Civil Service Exam Test Results www.ongov.net/employment/ranking.

CANDIDATE FITNESS: Inquires may be made as to character and ability of all candidates. All statements made by candidates are subject to verification. Falsification of any part of the Application for Employment may result in disqualification and possible legal action.

APPLYING FOR CIVIL SERVICE EXAMINATIONS ON THE SAME TEST DATE FOR MORE THAN ONE CITY, COUNTY OR *STATE CIVIL SERVICE AGENCY: If you have applied for examinations in more than one Local government (City or County agencies), you must make arrangements to take all the examinations at one test site.

You must make your request for these arrangements no later than two weeks before the date of the examination. You must notify all agencies with which you have filed an application of the test site at which you wish to take your examination(s).

For Onondaga County examinations complete a Cross Filer Notification form, available in person from the Onondaga County Department of Personnel or online at www.ongov.net/Employment/document_center, and send to Onondaga County Dept of Personnel, 421 Montgomery St 13th Fl, Syracuse NY 13202 OR FAX to 315-435-8272. OR call 315-435-3537.

*If you have applied for both State and Local government examinations, you must make arrangements to take all your examinations at the State examination center by calling (518) 474-6470 in the Albany area or toll free at (877) 697-5627 (press 2, then press 1), no later than two weeks before the test date.

CHANGE OF ADDRESS: It is the responsibility of the candidate to notify the Onondaga County Personnel Department in writing of any change in address. No attempt will be made by this department to locate candidates who have moved. Address change forms are available in the Personnel Department during normal office hours or online at www.ongov.net/employment/document_center

MILITARY MAKE-UP EXAMINATION: Any member of the armed forces of the United States who has filed an application to compete in a scheduled competitive examination but is deprived of the opportunity to compete in the examination due to ACTIVE MILITARY DUTY can be provided with a special military make-up examination upon written request to the Onondaga County Personnel Department. The applicant must submit a copy of military orders, DD214, or other official military document that substantiates active military service at the time of the examination. Request must be no later than sixty (60) days after release from active duty.

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 contact with students, a clearance for employment from the State Education Department is required.

IN ACCORDANCE WITH THE CHILD ABUSE PREVENTION ACT OF 1985, candidates for appointment to Onondaga County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Onondaga County.

PRE-EMPLOYMENT DRUG TESTING: Candidates for appointment or promotion to Onondaga County government positions that are designated as safety sensitive are required to undergo pre-employment drug testing for alcohol and drugs after a conditional offer of employment has been extended and prior to any applicants performance of a safety-sensitive function.

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.

SPECIAL NECESSARY REQUIREMENT: Candidates for appointment or promotion to positions in Onondaga County government which require the operation of motor vehicles must, at the time of appointment, possess an appropriate NY State drivers license and a dependable personal vehicle or must have reasonable access to private/public transportation.

SENIORITY RATING: Seniority points will be added on promotional exam scores to all passing candidates. Seniority rating is based on the length of continuous classified service in the jurisdiction in which you are employed as follows:

Less than 1 year = 0 points
1 year, up to 6 years = 1 point
Over 6 years, up to 11 years = 2 points
Over 11 years, up to 16 years = 3 points
Over 16 years, up to 21 years = 4 points
Over 21 years = 5 points

The promotional examination will be BAND SCORED. When a promotion examination is band scored, seniority credits are added to the raw score and not to the final score. Using this formula, the applicable seniority credits are added to the number of questions answered correctly (raw score) of passing candidates. This will result in a "total raw score," from which the final band score is determined. This is a change from the current practice of adding seniority credits to the final score.