OFFICE AUTOMATION SUPPORT TECHNICIAN

Date Published: 01/28/2014
Open Competitive Examination #: 17-052
Application Deadline: 02/25/2014

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 title currently exists in the following agencies:
- Onondaga County - Department of Information Technology and the Department of Water Environment Protection $40,985-$45,316
- City of Syracuse Water Department and Public Works Department $39,432-$45,393

The resulting open competitive eligible list will be used to fill vacancies in any jurisdiction where the title exists.

DUTIES: The work involves responsibility for training and assisting users in the operation of and functional capabilities of office automation products. This employee demonstrates office automation products such as personal computers, word processors and printers and provides for user needs by acting as liaison with vendors. 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:

OPEN COMPETITIVE QUALIFICATIONS:
A. Two (2) years of work experience, or its part-time equivalent in using and training users in the operation of office automation products; such as personal computers and word processors, or;

B. Successful completion of 15 semester credit hours (or 20 quarter credit hours) from a regionally accredited or New York State registered college, university or business school in data processing, programming, computer science or a closely related field, or;

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

COLLEGE TRANSCRIPTS AS QUALIFYING PROOF
If you are trying to qualify for this examination on the basis of your college training, you will need to submit either a verifiable, student copy or official transcript of college level studies you have completed to verify course work required for this examination. In lieu of a transcript, you will need to list all courses successfully completed in the curricula listed above, the names of the courses, number of hours earned, grades awarded, approximate dates of completion, and name(s) of college(s) where you took the course.

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: 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. Onondaga County reserves the right to administer the qualifying PC administered test to only as many candidates as are needed to fill available vacancies.

Eligible candidates will be mailed instructions on how to complete the Training and Experience Questionnaire. If you do not receive your Training and Experience Questionnaire instructions by 4/1/14, please contact our office. It is from the rating of this questionnaire that candidates will receive their final score and eligibility ranking.

Part 1: 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
Business/Systems Analysis
Microcomputer Repair

Part 2: Qualifying Tests:

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.

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.

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.

RETEST POLICY FOR QUALIFYING TEST: A candidate will have one opportunity to retake the qualifying test during the life of the eligible list, but no sooner than six (6) months after failing the first qualifying test.

WAIVER POLICY FOR QUALIFYING TEST:
A) If a candidate has previously passed an IT Qualifying Test prepared by the New York State Department of Civil Service within 2 years and using the same test plan as announced, the qualifying test may be waived. A candidate requesting such a waiver must submit verifiable evidence of passing the qualifying test, including the name of the Civil Service agency that administered the test and the test date.

B) Candidates who are employees of Onondaga County, the City of Syracuse, or any agency under the jurisdiction of Onondaga County and currently hold permanent or contingent permanent competitive class status in a position that required an IT Qualifying Test using the same test plan required for this examination may be waived from the qualifying test. Such candidates must submit a written request and supply appropriate documentation as required to this office.

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).

APPLICATION FEES ARE NON-REFUNDABLE. You are, therefore, urged to carefully compare your
ELIGIBLE LIST: Eligible lists are established, on average, within three months after the examination date. In Civil Service Rules and Regulations will apply. Civil Service in accordance with Section 23-2 of the Civil Service Law, the provision of the New York State EXAM RATING: When the written examination is prepared and rated by the New York State Department of 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.

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.

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.

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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 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: Inquiries 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.

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.