

**TOMPKINS COUNTY CIVIL SERVICE
EXAMINATION
Inclusion Through Diversity**

PROMOTIONAL

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Administrative/Computer Assistant

EXAM NO: 75310

SALARY: Tompkins County \$24.64 per hour - 2020 Hire Rate

EXAM DATE: 03/06/21

ISSUE DATE: 03/27/20

THE FINAL DATE TO FILE APPLICATIONS: 04/11/20

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 03/07/21

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

Location of Position:

There is currently one vacancy in the title of Administrative/Computer Assistant located at the Tompkins County Department of ITS. The eligible list resulting from this open competitive examination may be used to fill any full-time, part-time, or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered two-year college or university with an Associate's degree in computer science AND three years of full-time paid (or the equivalent part-time) experience in an office management or senior level clerical position involving substantial knowledge and use of computer hardware and software; OR
- (b) Graduation from high school or possession of a high school equivalency diploma AND five years of full-time paid (or the equivalent part-time) experience in an office-management or senior-level clerical position involving substantial knowledge of and use of computer hardware and software; OR

(c) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for relieving a Department or Division Head of administrative details by coordinating day-to-day office management and administrative functions. Duties may include, but are not limited to: program planning, budgeting, fiscal management, purchasing, invoicing, statistical record-keeping, calendar management, conference arrangements, contacts with other agency officials and vendors, collection and coordination of data to maintain files and records, maintenance of a computer hardware and software inventory, and the first-line diagnosing, basic troubleshooting, account and password assistance, including the management and assignment of work orders. The incumbent will also assist in the management of network accounts and associated privileges (Microsoft Active Directory) and other supported enterprise systems. The incumbent may be called upon to oversee small groups performing special projects, and to provide technical supervision to others. The employee may be responsible for creating and maintaining Web pages. The work is performed in accordance with policies and objectives outlined by the Department Head and/or Deputy, with wide leeway allowed for the exercise independent judgment when applying policies to specific cases. The incumbent will perform other related duties as required.

TYPICAL WORK ACTIVITIES:

- Maintains internal contacts across departments or agencies within the jurisdiction and implementation and/or clarification of policy programs, issues requiring inter-agency cooperation;
- Creates agenda, may take minutes/transcribes, coordinates meetings, and follows-up with external contacts such as professional associates including heads of public/private agencies;
- Collects information and data to be used in the preparation of letters, summaries, reports and memoranda on the progress of various phases of the agency's program;
- Maintains complex records on the activities of the agency;
- Directs and maintains both the manual and the computerized filing systems of the agency;
- Collects information from users and/or departments requesting computer support, determines current operation, analyzes requirements and makes recommendations;
- May test and correct software problems;
- May respond to (or facilitates a response to) emergency calls from users regarding malfunctions in computer hardware and/or software systems;
- May train users in the use of word processing, database, spreadsheet and utility programs on purchased or in-house developed software products;
- Assigns and provides coordination of work to department staff;
- Screens correspondence, letters and other written material for compliance with procedures and policies before forwarding it to the Department Head, and/or Deputy, for action or decision;
- Schedules appointments, answers a variety of inquiries by telephone and in person, and prepares answers to correspondence for the Department Head, and/or Deputy;
- May process personnel and payroll records, prepares and controls the departmental budget and performs related work necessary for the efficient execution of administrative functions of the agency;
- Assists in the formulation of policies and procedures for the administration of various agency programs;
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Supervises the requisition, purchase, receipt and inventory of agency supplies and equipment;
- May provide Help Desk support for computer hardware, software and telecommunications problems;
- Prepares and helps train other employee's in the preparation of Web pages.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures and equipment; Thorough knowledge of personal computer hardware and software including database, spreadsheet, and word processing programs; Good knowledge of business arithmetic; Good knowledge of new and changing microcomputer technology; Good knowledge of the laws, policies and regulations of the agency to which assigned; Ability to prepare, understand and interpret both oral and written material; Ability to handle routine administrative details independently; Ability to train users in the use of microcomputer hardware and software; Ability to plan, assign and review the progress of work within the department; Ability to establish and maintain cooperative relations with the public and other governmental and private agencies; Ability to perform detail work involving considerable visual effort and strain; Good judgment in solving complex clerical and administrative problems; Analytical reasoning ability, resourcefulness, dependability. The employee's physical condition shall be commensurate with the demands of the position.

Originally created 11/96 as a result of a reclassification of a Systems Administrator position.

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Complete Scope of the examination and Expanded subtest descriptions:

1. Name and number checking

These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

2. Operations with Letters and Numbers

These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

3. Customer service

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advice and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

4. Understanding and interpreting written material

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

5. Working with office records

These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. You should bring with you a hand-held battery- or solarpowered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

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 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:<https://www.cs.ny.gov/testing/testguides.cfm>.

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

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.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. 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 duties 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 firefighter or police officer killed in the line of duties 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.

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.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850