TOMPKINS COUNTY CIVIL SERVICE EXAMINATION
Inclusion Through Diversity

OPEN TO THE PUBLIC
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: Computer System Support Aide

EXAM NO: 67108

SALARY: $28.76/ Hr

LOCATION: Town of Ithaca

TYPE OF EMPLOYMENT: Full Time, Part-Time, Temporary

EXAM DATE: 03/23/24

ISSUE DATE: 01/11/24

THE FINAL DATE TO FILE APPLICATIONS: 02/16/24

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 03/24/24

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 ALLOWED FOR THIS EXAMINATION.

<u>**LOCATION OF POSITION/VACANCIES:**</u>

There is currently one (1) vacancy in the title of Computer System Support Aide located at the Town of Ithaca. The eligible list resulting from the 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.

<u>**MINIMUM QUALIFICATIONS**</u>**: Either:**

1. Graduation from, or current enrollment with an understanding that the degree must be obtained within 3 months of appointment in, an associate's degree program at a regionally accredited or New York State registered college or university in computer applications, computer and information science, computer arts, computer science, information technology, information systems, information and computer sciences, information management, electronic data processing or related field **AND** one (1) year of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**

2. Graduation from high school or possession of a high school equivalency diploma **AND** three (3) years of user support experience in the operation of micro-computers and related peripheral equipment in a LAN or WAN based system; **OR**

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

Tompkins County is committed to Equity and Inclusion. We encourage others with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This entry-level computer system support position exists in the Town of Lansing and Town of Ithaca and is assigned to functions typically called "Help Desk," "User Support" or "Installation Services." The incumbent is usually the initial contact for information technology users seeking technical support by answering questions, resolving routine hardware and software problems, and performing a variety of other activities related to user support. Moderate level of latitude is allowed for the exercise of independent judgement and decision making. The work is performed under the general supervision of the Town Supervisor or designee. Although supervision of others is not a primary function of this position, the incumbent may provide direction to interns or temporary staff. Incumbents may provide training and/or tutoring to network users concerning operating equipment and systems. Incumbent will perform all related duties as assigned.

TYPICAL WORK ACTIVITIES: (Illustrative Only):

- Performs regular maintenance to ensure that networks operate correctly;
- Troubleshoots local area networks (LAN), wide area networks (WAN), and internet systems (WIFI);
- Performs file backups on the network on a routine basis;
- Performs SQL database maintenance and support
- Answers incoming help desk calls and uses on-line diagnostic software, manuals and problem tracking logs to determine malfunctions;
- Determines whether hardware, software, communication devices or user error causes problems;
- Instructs users on proper methods for data manipulation, software application or hardware operation;
- Refers problems that cannot be resolved to technical staff or a vendor and tracks service requests from inception to resolution;
- Records problems in manual or automated tracking log;
- Answers basic questions about how to use different types of software and hardware;
- Receives requests for disposable computer related supplies and dispenses them accordingly;
- Assists with setting up new "e-mail" accounts.;
- Sets up voice mail for new staff and handles problems related to the phone system;
- Sets up micro computer hardware with the proper cabling and connections (including networking), installs and tests software to insure that the entire system is fully operational;
- Checks computer input and output for accuracy;
- Reports maintenance/hardware calls for service to appropriate vendors;
- Follows up on calls and reports on the status of calls;
- Ensures that calls which are unable to be answered by the incumbent are escalated to the correct personnel;
- Operates miscellaneous office equipment;
- Runs diagnostic software to ensure that equipment operates properly;
- Conducts in-service training for staff in the use of software;
- Maintains files database and application servers and other related computer resources;
- Develops and documents operational procedures;
- Keeps directory of users and prepares work-related reports;
- May assist with research related to computer equipment/software, specifications and cost information for budgetary analysis and planning.

KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

- Good knowledge of the operation of micro-computer hardware, software, peripherals and communication devices;
- Good knowledge of software testing procedures and debugging techniques;
- Ability to carry out oral and written instructions;
- Ability to perform prolonged fine finger movement on a keyboard;
- Ability to read, understand and interpret technical and procedural manuals;
- Ability to explain the use and capability of micro-computer hardware, software, peripherals and communication devices;
- Ability to instruct users in software and hardware operations;
- Ability to establish and maintain effective working relationships;
- Ability to positively react to calls for computer software and hardware assistance; computer literacy;
- Ability to maintain accurate, neat and legible records with clerical aptitude;
- Ability to perform close, detailed work that may involve considerable visual effort or strain;
- Initiative, resourcefulness, accuracy, tact, neatness, courtesy, and good judgement are required.
- The incumbent's physical condition shall be commensurate with the demands of the position with or without reasonable accommodations.

Created 02/20

C137

Complete Scope of the examination and Expanded subtest descriptions:

Fundamentals of PC systems

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

Use and operation of PC's and related peripheral equipment

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

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.

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.â'

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