

THE ONEONTA MUNICIPAL CIVIL SERVICE COMMISSION

- A N N O U N C E S -

A OPEN COMPETITIVE EXAMINATION FOR THE POSITION OF

COMPUTER TECHNICIAN - EXAM NO: # 14744

LAST DATE OF FILING APPLICATIONS: Applications must be postmarked or received no later than August 4, 2010 in the Civil Service/Personnel Office by 4:00 p.m.

EXAMINATION INFORMATION: The examination will consist of a rated Training and Experience test and a qualifying cognitive proficiency test. Approved candidates will receive information regarding the Training and Experience Questionnaire to be completed via the internet by a specified date. The Oneonta Civil Service Commission reserves the right to give the qualifying p.c.-administrated test to only as many candidates as are needed to fill available vacancies. The p.c.-administered test will be held on an appointment only basis.

ALTERNATE TEST DATE POLICY: See attached.

FILING FEE: A \$10.00 non-refundable application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send personal check, certified bank check, money order payable to the City of Oneonta. Write the examination number(s) and the applicant's name on the check, money order, etc. Cash will be accepted at the Personnel/Civil Service office.

Applicants who do not submit the required fee or whose personal checks are returned for insufficient funds will be considered disqualified from taking the exam.

If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications and any residence requirements and apply only for those examinations for which you clearly qualify.

VACANCIES: The eligible list established as a result of this examination will be used to fill current vacancy in the Oneonta School District and fill future vacancies in the City of Oneonta, Huntington Memorial Library, Oneonta Housing Authority and the Oneonta School District.

SALARY: \$27,000 minimum

RESIDENCE REQUIREMENT: Candidates must be legal residents of Otsego County or contiguous counties (Delaware, Chenango, Madison, Herkimer, Schoharie, Oneida and Montgomery Counties) for at least 1 month immediately preceding the date of the examination. Preference in certification for appointment may be given to candidates who are residents of the Oneonta School District at least 1 month prior to the date of the examination.

GENERAL STATEMENT OF DUTIES: The work involves responsibility for the installation and maintenance of desktop, laptop and server computers and related peripheral equipment. This class differs from Equipment Repair Technician in that the duties and responsibilities of Computer Technician pertain to the maintenance of computer systems in a networked/enterprise environment as opposed to stand-one. The incumbent is responsible for providing a variety of staff support services pertaining to the operation of computer equipment. The incumbent will troubleshoot computer systems and associated peripherals in order optimize their performance. The position requires frequent contact with computer users to identify problems and explain equipment use. The work is performed under general supervision. Does related work as required.

MINIMUM QUALIFICATIONS: Candidates must meet the following requirements on or before the last date of filing:

1. 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, computer repair or a closely related field; or
2. Graduation from high school or possession of a high school equivalency diploma, and two (2) years of experience in the installation and maintenance of computers and related peripheral equipment; or
3. An equivalent combination of training and experience as defined by the limits of 1 and 2.

NOTICE TO CANDIDATES: It is allowed that candidates use quiet hand-held, solar battery-operated powered calculators. Devices with Typewriter Keyboards, Spell-Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries and any similar devices are prohibited.

SUBJECT OF EXAMINATION: The examination will consist of two parts: a rated evaluation of training and experience and a qualifying pc-administrated 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.

Rated Evaluation of Training and Experience: You will complete a questionnaire via internet that asks for specific information on you information technology education (formal degrees, IT-related training courses, certifications) and experience. You will 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
- Data Communications
- Business/Systems Analysis
- Microcomputer

Qualifying pc-administered written test will be designed to test for knowledge, skills, and/or abilities in such areas as:

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 additions, 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 user's 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 title that require the same test plan.