

Open Competitive

WESTCHESTER COUNTY **CIVIL SERVICE CAREER** **OPPORTUNITIES**

County Service • Westchester Medical Center • Towns • Villages • School Districts
Special Districts • Cities of Peekskill & Rye

Applications Continuously Accepted

Exam #: 17-798

Exam Date:

Effective Date: 8/05/15

HELD DURING THE WEEK

JBCL: S789

(Monday thru Friday)

Revised: 1/21/16

Evaluation of Training & Experience
and a Qualifying PC-Administered Test

Associate Network Specialist (BOCES #2)

BOCES #2 – Lower Hudson Regional Information Center

A NON-REFUNDABLE \$40.00 APPLICATION FEE IS REQUIRED FOR EACH SEPARATELY NUMBERED EXAMINATION FOR WHICH YOU APPLY. SEE APPLICATION FILING FEE STATEMENT ON LAST SECTION OF ANNOUNCEMENT.

TO APPLY ONLINE VISIT WWW.WESTCHESTERGOV.COM/HR

Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores. The names of candidates will remain on the eligible list for a period of one (1) year. Candidates who wish to retest in this title may do so after one (1) year.

The results from this written examination are used for appointment to applicable positions in BOCES #2 – Lower Hudson Regional Information Center.

SALARY

Varies

MINIMUM QUALIFICATIONS

Possession of a high school or equivalency diploma and four (4) years experience installing, operating, and maintaining local area networks (LAN) and/or wide area networks (WAN).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* towards a degree in Computer Science, Information Technology, or a closely related field may be substituted on a year for year basis for up to two (2) years of the work experience described above.

SUBSTITUTION #2: Current/active certification as a Certified Network Engineer, i.e., CNE from Novell, a CCNA from Cisco, or a Microsoft Certified Engineer (MCE) from Microsoft, may be substituted for six (6) months of the required experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

NOTE: (1) The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment. Part-time experience will be prorated based on a 35 hour workweek. (2) Verified and documented volunteer (unpaid) experience will only be credited when specifically allowed by the job description or examination announcement.

***SPECIAL NOTE:** Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

ALL CANDIDATES QUALIFYING BY POST HIGH SCHOOL EDUCATION MUST SUBMIT AN OFFICIAL (RAISED SEAL AND SIGNED BY REGISTRAR) TRANSCRIPT(S) TO THIS OFFICE BEFORE BEING APPROVED AND ADMITTED TO TAKE THIS EXAMINATION, UNLESS ALREADY ON FILE IN OUR OFFICE. IF IT IS ON FILE, PLEASE INDICATE THIS ON YOUR APPLICATION.

CANDIDATE'S OFFICIAL TRANSCRIPT MUST BE RECEIVED WITHIN 60 DAYS OF FILING APPLICATION. IF NOT RECEIVED WITHIN 60 DAYS, YOU WILL BE DISQUALIFIED TO TAKE THIS EXAM AND MUST RE-FILE.

NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

ALL APPLICATIONS MUST HAVE COPIES OF THE APPROPRIATE LICENSE, CERTIFICATE OR REGISTRATION.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

RESIDENCE

There are no residence requirements to participate in the examination.

DUTIES

Under general supervision of a higher level technical position, this technical support position assists in the planning, installation and maintenance of local and/or wide area (LAN/WAN) networks and their operating systems in user school districts. These networks are specific to Apple, Citrix, Microsoft, and Novell. Work is performed under limited supervision and the incumbent is expected to exercise independent judgment. The incumbent is required to work with user district personnel to facilitate all district local and/or wide area (LAN/WAN) network services provided by BOCES and to communicate with district personnel. Does related work as required.

VACANCIES

The eligible list established as a result of this examination will be utilized, where appropriate, for filling any current or future vacancies in all agencies under the jurisdiction of the Westchester County Department of Human Resources.

This examination will also be given on a promotional basis on the same day, and the resulting eligible list will have preference in making appointments. If you are interested and qualify, you must file a separate application for the promotional examination at the same time, as your participation in an examination for this title will be limited to once every twelve months.

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 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.

If your application is approved, you will be directed by either mail or e-mail to log onto a secure website at the New York State Department of Civil Service where you will complete the Training and Experience portion of the examination. You will not be required to complete this portion all at once, and will be given a maximum of two weeks to complete it, because there is information requested that you may need time to put together. You will be contacted to schedule your participation in a PC-administered qualifying written test conducted by the Westchester County Department of Human Resources.

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 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 Network Administration	Business/Systems Analysis Microcomputer Repair
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Qualifying Tests:

- 1. 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.
- 2. 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.
- 3. 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.

WAIVER POLICY: If a candidate has passed, within the past 12 months, an IT Qualifying Test prepared by the New York State Department of Civil Service using the same test plan, the qualifying test is 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.

GENERAL NOTICE TO CANDIDATES FOR CIVIL SERVICE EXAMS

1. Unless otherwise notified, candidates are permitted to use quiet, hand-held 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 to the examination location.
2. **ELIGIBLE LISTS** - Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores, regardless of the date on which they filed for or took the examination. The names of candidates will remain on the eligible list for a period of one (1) year, unless permanently appointed.
3. **RETESTS** - Candidates are barred from taking this examination series for twelve months from the last date on which they participated.
4. **FOR COUNTY EMPLOYMENT** - In accordance with Westchester County's comprehensive Drug-Free Workplace Policy and Procedures, and commitment to maintain a safe, alcohol and drug-free work environment, you may be required to submit to a urinalysis and/or blood test.
5. **FOR COUNTY EMPLOYMENT** - If offered employment, you will be subject to the Westchester County Fingerprinting Policy under which your appointment may be conditioned on the results of a fingerprinting investigation.
6. This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.
7. Veterans and Veterans with Disabilities, who meet the criteria set forth in the Application for Examination, may be eligible for additional credits added to their earned scores if successful in examination. **CREDITS MUST BE CLAIMED AT THE TIME OF FILING YOUR APPLICATION FOR EXAMINATION AND YOU MUST ATTACH A COPY OF YOUR DD214 SEPARATION PAPERS.** If claiming credit as a Veteran with a disability, attach form 102. **If these documents are not submitted within sixty days of filing your application, your claim will be denied.** "Active duty members of the Armed Forces have the right to request veteran credits prior to discharge. If you are currently on active duty you should check the appropriate box on the application and attach a letter requesting the use of credits with documentation verifying your active duty status: i.e. copy of military ID, military orders, official documents indicating current service, etc." See our website section "Special Rights for Veterans" for details regarding the use of these credits. Veterans who previously used non-disabled veteran credits for appointment to a position in New York State or local government AND, after his/her appointment, was subsequently classified by the Veterans Administration as a disabled veteran, are now eligible for an award of additional veteran credits. If you are claiming additional disabled veteran credits as a result of the Amendment to Section Six of Article Five of the New York State Constitution effective January 1, 2014, Form 102 **Authorization for Disability Record** and Form 102S **Authorization for Verification of Non-Disabled Veterans Credits Use** must be submitted. Completed forms must be received by the Westchester County Department of Human Resources before an eligible list is established in order to be granted credits on that eligible list.
8. 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 to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

HOW TO APPLY

APPLICATION FILING FEE

A \$40.00 APPLICATION FEE IS REQUIRED FOR EACH SEPARATELY NUMBERED EXAMINATION FOR WHICH YOU APPLY. THE FEE MUST ACCOMPANY YOUR APPLICATION(S). SEND CHECK OR MONEY ORDER PAYABLE TO THE WESTCHESTER COUNTY DEPARTMENT OF HUMAN RESOURCES WITH YOUR APPLICATION. WRITE THE EXAMINATION NUMBER(S) AND THE APPLICANT'S NAME ON THE CHECK OR MONEY ORDER. CASH WILL NOT BE ACCEPTED.

APPLICATION FEES ARE NOT REFUNDABLE. IF YOU ARE DISQUALIFIED FROM OR FAIL TO APPEAR FOR THE EXAMINATION, YOUR FEE IS NOT REFUNDED. THEREFORE, WE URGE YOU TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED.

IF YOUR APPLICATION IS RECEIVED WITHOUT THE REQUIRED FEE, IT WILL BE RETURNED TO YOU. SHOULD YOU WISH TO REFILE WITH THE RQUIRED FEE, YOUR APPLICATION AND THE APPROPRIATE FEES MUST BE RETURNED TO THIS OFFICE.

THE APPLICATION FILING FEE IS SUBJECT TO BEING INCREASED WITHOUT PRIOR NOTICE.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the 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, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. The fee may also be waived for those who are serving active military duty. Documentation proving eligibility must be submitted with each application. All claims for application fee waivers are subject to verification.

You may obtain application forms in person from the:

WESTCHESTER COUNTY DEPARTMENT OF HUMAN RESOURCES
SUITE 100, MICHAELIAN OFFICE BUILDING
148 MARTINE AVENUE
WHITE PLAINS, NEW YORK 10601

ALTERNATE TEST DAY REQUESTS: If you require special arrangements, a written request should be attached to the application describing the type of special arrangements required. Continuous Recruitment tests are held on a weekday date. Candidates are notified by mail approximately 8-10 days before they are due to appear.

AN ALTERNATE TEST DATE MAY ONLY BE REQUESTED FOR THE FOLLOWING REASONS:

- A death in the immediate family or household within the week preceding the examination.
- Medical emergencies involving the candidate or member(s) of the immediately family.
- Military Orders (A copy of orders is required).
- Religious Observance - Candidate must submit required form.
- Wedding - must be a member of the wedding party or member of the immediate family of the bride or groom.
- Vacation for which a non-refundable down payment was made before the exam announcement was issued.
- Required court appearances.

PROCEDURE

A written request with appropriate documentation justifying the request must be submitted to the Recruitment and Selection Unit. With no exception, alternate requests must include documentation verifying the outstanding circumstance which precludes the candidate from appearing. After consideration, the Recruitment and Selection Unit shall notify the candidate as to whether or not the request is granted.

NOTE: RELIGIOUS ACCOMMODATION - If special arrangements for testing are required, please indicate this on your application.

APPLICANTS WITH DISABILITIES - If special arrangements for testing are required, please indicate this on your application.

Candidates are responsible for reporting in writing, all changes in name and/or address directly to the "Recruitment and Selection Unit" at the above address. Please include examination number on all correspondence.

Candidates, who receive disqualification notices and wish to appeal such disqualification, must do so in writing.

WESTCHESTER COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. It is the policy of Westchester County to provide for and promote the equal opportunity of employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, sex, disability, marital status, sexual orientation, or any other protected status.

www.westchestergov.com/hr

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WESTCHESTER COUNTY **CIVIL SERVICE CAREER** **OPPORTUNITIES**

County Service • Westchester Medical Center • Towns • Villages • School Districts
Special Districts • Cities of Peekskill & Rye

Applications Continuously Accepted
Effective Date: 8/22/02
JBCL: 0760, S811
Revised: 1/21/16

Exam #: 10-002

Exam Date: CONTINUOUSLY
HELD DURING THE WEEK
(Monday thru Friday)
Evaluation of Training & Experience
and a Qualifying PC-Administered Test

JUNIOR NETWORK SPECIALIST

Towns & Villages, Cities of Peekskill & Rye and School Districts

**A NON-REFUNDABLE \$40.00 APPLICATION FEE IS REQUIRED FOR EACH SEPARATELY
NUMBERED EXAMINATION FOR WHICH YOU APPLY. SEE APPLICATION FILING FEE
STATEMENT ON LAST SECTION OF ANNOUNCEMENT.**

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Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores. The names of candidates will remain on the eligible list for a period of one (1) year. Candidates who wish to retest in this title may do so after one (1) year.

The results from this written examination are used for appointment to applicable positions in the school districts, towns, villages and the cities of Peekskill and Rye.

SALARY

Varies with Jurisdiction

MINIMUM QUALIFICATIONS

Possession of a high school or equivalency diploma and one (1) year of experience installing, operating, and maintaining local area networks (LAN) and/or wide area networks (WAN).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* towards a degree in Computer Science, Information Technology, or a closely related field may be substituted for one (1) year of work experience described above.

SUBSTITUTION #2: Current/active certification as either a Certified Network Engineer (CNE) from Novell, a Certified Network Associate (CNA) from Cisco or a Microsoft Certified Systems Engineer (MCSE) from Microsoft may substitute for six months of the required experience.

***SPECIAL NOTE:** Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree granting institution.

NOTE: (1) The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment. Part-time experience will be prorated based on a 35 hour workweek. (2) Verified and documented volunteer (unpaid) experience will only be credited when specifically allowed by the job description or examination announcement.

ONLY EXPERIENCE GAINED AFTER ATTAINING THE MINIMUM EDUCATION LEVEL INDICATED IN THE MINIMUM QUALIFICATIONS WILL BE CONSIDERED IN EVALUATING EXPERIENCE. ALL APPLICATIONS MUST HAVE COPIES OF THE APPROPRIATE LICENSE, CERTIFICATE OR REGISTRATION.

ALL CANDIDATES QUALIFYING BY POST HIGH SCHOOL EDUCATION MUST SUBMIT AN OFFICIAL (RAISED SEAL AND SIGNED BY REGISTRAR) TRANSCRIPT(S) TO THIS OFFICE BEFORE BEING APPROVED AND ADMITTED TO TAKE THIS EXAMINATION, UNLESS ALREADY ON FILE IN OUR OFFICE. IF IT IS ON FILE, PLEASE INDICATE THIS ON YOUR APPLICATION.

CANDIDATE'S OFFICIAL TRANSCRIPT MUST BE RECEIVED WITHIN 60 DAYS OF FILING APPLICATION. IF NOT RECEIVED WITHIN 60 DAYS, YOU WILL BE DISQUALIFIED TO TAKE THIS EXAM AND MUST RE-FILE.

NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

RESIDENCE

There are no residence requirements to participate in the examination, but preference in appointment may be given to eligibles that have been residents in the appointing jurisdiction for 30 days prior to the examination and at the effective date of appointment.

DUTIES

Under direct supervision of a higher level technical employee, this position assists in the installation, maintenance and technical support of local and/or wide area (LAN and/or WAN) computer networks. Incumbent is required to respond to service calls from district users. Does related work as required.

VACANCIES

The eligible list established as a result of this examination will be utilized, where appropriate, for filling any current or future vacancies in all agencies under the jurisdiction of the Westchester County Department of Human Resources.

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 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.

If your application is approved, you will be directed by either mail or e-mail to log onto a secure website at the New York State Department of Civil Service where you will complete the Training and Experience portion of the examination. You will not be required to complete this portion all at once, and will be given a maximum of two weeks to complete it, because there is information requested that you may need time to put together. You will be contacted to schedule your participation in a PC-administered qualifying written test conducted by the Westchester County Department of Human Resources.

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 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:

Business/Systems Analysis	Microcomputer Repair
Data Communications	Network Administration
Help Desk	User Support

Qualifying Tests:

- 4. 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.
- 5. 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 include 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.
- 6. 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.

WAIVER POLICY: If a candidate has passed, within the past 12 months, an IT Qualifying Test prepared by the New York State Department of Civil Service and using the same test plan, 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.

In accordance with Section 23.2 of Civil Service Law, candidates may not review their examination papers and may not appeal their examination results. However, at the written request of a candidate, the accuracy of his/her score will be verified.

The Westchester County Department of Human Resources reserves the option of testing either the written or the performance test first. This option will be selected in conjunction with the format of the written portion of the examination. All performance tests are administered during the Monday through Friday workweek.

GENERAL NOTICE TO CANDIDATES FOR ALL CIVIL SERVICE EXAMS

9. Unless otherwise notified, candidates are permitted to use quiet, hand-held 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 to the examination location.
10. **ELIGIBLE LISTS** - Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores, regardless of the date on which they filed for or took the examination. The names of candidates will remain on the eligible list for a period of one (1) year, unless permanently appointed.

11. RETESTS - Candidates are barred from taking this examination series for twelve months from the last date on which they participated.
12. FOR COUNTY EMPLOYMENT - In accordance with Westchester County's comprehensive Drug-Free Workplace Policy and Procedures, and commitment to maintain a safe, alcohol and drug-free work environment, you may be required to submit to a urinalysis and/or blood test.
13. FOR COUNTY EMPLOYMENT – If offered employment, you will be subject to the Westchester County Fingerprinting Policy under which your appointment may be conditioned on the results of a fingerprinting investigation.
14. This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.
15. Veterans and Veterans with Disabilities, who meet the criteria set forth in the Application for Examination, may be eligible for additional credits added to their earned scores if successful in examination. **CREDITS MUST BE CLAIMED AT THE TIME OF FILING YOUR APPLICATION FOR EXAMINATION AND YOU MUST ATTACH A COPY OF YOUR DD214 SEPARATION PAPERS.** If claiming credit as a Veteran with a disability, attach form 102. **If these documents are not submitted within sixty days of filing your application, your claim will be denied.** "Active duty members of the Armed Forces have the right to request veteran credits prior to discharge. If you are currently on active duty you should check the appropriate box on the application and attach a letter requesting the use of credits with documentation verifying your active duty status: i.e. copy of military ID, military orders, official documents indicating current service, etc." See our website section "Special Rights for Veterans" for details regarding the use of these credits.
Veterans who previously used non-disabled veteran credits for appointment to a position in New York State or local government AND, after his/her appointment, was subsequently classified by the Veterans Administration as a disabled veteran, are now eligible for an award of additional veteran credits. If you are claiming additional disabled veteran credits as a result of the Amendment to Section Six of Article Five of the New York State Constitution effective January 1, 2014, Form 102 **Authorization for Disability Record** and Form 102S **Authorization for Verification of Non-Disabled Veterans Credits Use** must be submitted. Completed forms must be received by the Westchester County Department of Human Resources before an eligible list is established in order to be granted credits on that eligible list.
16. In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are 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 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.

HOW TO APPLY

APPLICATION FILING FEE

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- Religious Observance - Candidate must submit required form.
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- Vacation for which a non-refundable down payment was made before the exam announcement was issued.
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PROCEDURE

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www.westchestergov.com/hr

Open Competitive

WESTCHESTER COUNTY **CIVIL SERVICE CAREER** **OPPORTUNITIES**

County Service • Westchester Medical Center • Towns • Villages • School Districts
Special Districts • Cities of Peekskill & Rye

Applications Continuously Accepted

Exam #: 13-286

Exam Date:

Effective Date: 9/11/07

HELD DURING THE WEEK

JBCL: S787

(Monday thru Friday)

Revised: 1/21/16

Evaluation of Training & Experience

and a Qualifying PC-Administered Test

NETWORK SPECIALIST

School Districts

A NON-REFUNDABLE \$40.00 APPLICATION FEE IS REQUIRED FOR EACH SEPARATELY NUMBERED EXAMINATION FOR WHICH YOU APPLY. SEE APPLICATION FILING FEE STATEMENT ON LAST SECTION OF ANNOUNCEMENT.

TO APPLY ONLINE VISIT WWW.WESTCHESTERGOV.COM/HR

Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores. The names of candidates will remain on the eligible list for a period of one (1) year. Candidates who wish to retest in this title may do so after one (1) year.

The results from this written examination are used for appointment to applicable positions in the School Districts.

SALARY

Varies with Jurisdiction

MINIMUM QUALIFICATIONS

Possession of a high school or equivalency diploma and two (2) years of experience installing, operating, and maintaining local area networks (LAN) and/or wide area networks (WAN).

SUBSTITUTION #1: Satisfactory completion of 30 college credits* towards a degree in Computer Science, Information Technology, or a closely related field may be substituted for one (1) year of the work experience described above.

SUBSTITUTION #2: Current/active certification as either a Certified Network Engineer (CNE) from Novell, a Certified Network Associate (CNA) from Cisco or a Microsoft Certified Systems Engineer (MCSE) from Microsoft may substitute for six months of the required experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York.

NOTE: (1) The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment. Part-time experience will be prorated based on a 35 hour workweek. (2) Verified and documented volunteer (unpaid) experience will only be credited when specifically allowed by the job description or examination announcement.

ONLY EXPERIENCE GAINED AFTER ATTAINING THE MINIMUM EDUCATION LEVEL INDICATED IN THE MINIMUM QUALIFICATIONS WILL BE CONSIDERED IN EVALUATING EXPERIENCE.

***SPECIAL NOTE:** Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

ALL CANDIDATES QUALIFYING BY POST HIGH SCHOOL EDUCATION MUST SUBMIT AN OFFICIAL (RAISED SEAL AND SIGNED BY REGISTRAR) TRANSCRIPT(S) TO THIS OFFICE BEFORE BEING APPROVED AND ADMITTED TO TAKE THIS EXAMINATION, UNLESS ALREADY ON FILE IN OUR OFFICE. IF IT IS ON FILE, PLEASE INDICATE THIS ON YOUR APPLICATION.

CANDIDATE'S OFFICIAL TRANSCRIPT MUST BE RECEIVED WITHIN 60 DAYS OF FILING APPLICATION. IF NOT RECEIVED WITHIN 60 DAYS, YOU WILL BE DISQUALIFIED TO TAKE THIS EXAM AND MUST RE-FILE.

NOTE: If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

ALL APPLICATIONS MUST HAVE COPIES OF THE APPROPRIATE LICENSE, CERTIFICATE OR REGISTRATION.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

RESIDENCE

There are no residence requirements to participate in the examination, but preference in appointment may be given to eligibles who have been residents of the appointing jurisdiction at least 30 days prior to the effective date of appointment.

DUTIES

Under general supervision of a higher level technical employee, this technical support position installs and maintains local and/or wide area (LAN and/or WAN) computer networks, ancillary equipment (i.e. printers, work stations, personal data assistants, etc.) and their operating systems, such as Apple, Citrix, Microsoft, and Novell Networks, in user school districts or within a school district. Work is performed under general supervision and incumbent is expected to exercise independent judgment. The incumbent is required to respond to service calls from user districts or from buildings throughout a school district. Whenever possible, the incumbent troubleshoots problems over the phone before traveling to site. Does related work as required.

VACANCIES

The eligible list established as a result of this examination will be utilized, where appropriate, for filling any current or future vacancies in all agencies under the jurisdiction of the Westchester County Department of Human Resources.

This examination will also be given on a promotional basis on the same day, and the resulting eligible list will have preference in making appointments. If you are interested and qualify, you must file a separate application for the promotional examination at the same time, as your participation in an examination for this title will be limited to once every twelve months.

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 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.

If your application is approved, you will be directed by either mail or e-mail to log onto a secure website at the New York State Department of Civil Service where you will complete the Training and Experience portion of the examination. You will not be required to complete this portion all at once, and will be given a maximum of two weeks to complete it, because there is information requested that you may need time to put together. You will be contacted to schedule your participation in a PC-administered qualifying written test conducted by the Westchester County Department of Human Resources.

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 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	Data Communications
User Support	Business/Systems Analysis
Network Administration	Microcomputer Repair

Qualifying Tests:

- 1. 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.
- 2. 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.
- 3. 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.

WAIVER POLICY: If a candidate has passed, within the past 12 months, an IT Qualifying Test prepared by the New York State Department of Civil Service using the same test plan, 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.

In accordance with Section 23.2 of Civil Service Law, candidates may not review their examination papers and may not appeal their examination results. However, at the written request of a candidate, the accuracy of his/her score will be verified.

The Westchester County Department of Human Resources reserves the option of testing either the written or the performance test first. This option will be selected in conjunction with the format of the written portion of the examination. All performance tests are administered during the Monday through Friday workweek.

GENERAL NOTICE TO CANDIDATES FOR CIVIL SERVICE EXAMS

17. Unless otherwise notified, candidates are permitted to use quiet, hand-held 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 to the examination location.
18. ELIGIBLE LISTS - Successful candidates in this examination will have their names interfiled (placed) on the continuous recruitment eligible list in the order of final scores, regardless of the date on which they filed for or took the examination. The names of candidates will remain on the eligible list for a period of one (1) year, unless permanently appointed.
19. RETESTS - Candidates are barred from taking this examination series for twelve months from the last date on which they participated.
20. FOR COUNTY EMPLOYMENT - In accordance with Westchester County's comprehensive Drug-Free Workplace Policy and Procedures, and commitment to maintain a safe, alcohol and drug-free work environment, you may be required to submit to a urinalysis and/or blood test.
21. FOR COUNTY EMPLOYMENT – If offered employment, you will be subject to the Westchester County Fingerprinting Policy under which your appointment may be conditioned on the results of a fingerprinting investigation.
22. This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.
23. Veterans and Veterans with disabilities, who meet the criteria set forth in the Application for Examination, may be eligible for additional credits added to their earned scores if successful in examination. **CREDITS MUST BE CLAIMED AT THE TIME OF FILING YOUR APPLICATION FOR EXAMINATION AND YOU MUST ATTACH A COPY OF YOUR DD214 SEPARATION PAPERS.** If claiming credit as a Veteran with a disability, attach form 102. **If these documents are not submitted within sixty days of filing your application, your claim will be denied.** "Active duty members of the Armed Forces have the right to request veteran credits prior to discharge. If you are currently on active duty you should check the appropriate box on the application and attach a letter requesting the use of credits with documentation verifying your active duty status: i.e. copy of military ID, military orders, official documents indicating current service, etc." See our website section "Special Rights for Veterans" for details regarding the use of these credits.
Veterans who previously used non-disabled veteran credits for appointment to a position in New York State or local government AND, after his/her appointment, was subsequently classified by the Veterans Administration as a disabled veteran, are now eligible for an award of additional veteran credits. If you are claiming additional disabled veteran credits as a result of the Amendment to Section Six of Article Five of the New York State Constitution effective January 1, 2014, Form 102 **Authorization for Disability Record** and Form 102S **Authorization for Verification of Non-Disabled Veterans Credits Use** must be submitted. Completed forms must be received by the Westchester County Department of Human Resources before an eligible list is established in order to be granted credits on that eligible list.

24. In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are 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 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.

HOW TO APPLY

APPLICATION FILING FEE

A \$40.00 APPLICATION FEE IS REQUIRED FOR EACH SEPARATELY NUMBERED EXAMINATION FOR WHICH YOU APPLY. THE FEE MUST ACCOMPANY YOUR APPLICATION(S). SEND CHECK OR MONEY ORDER PAYABLE TO THE WESTCHESTER COUNTY DEPARTMENT OF HUMAN RESOURCES WITH YOUR APPLICATION. WRITE THE EXAMINATION NUMBER(S) AND THE APPLICANT'S NAME ON THE CHECK OR MONEY ORDER. CASH WILL NOT BE ACCEPTED.

APPLICATION FEES ARE NOT REFUNDABLE. IF YOU ARE DISQUALIFIED FROM OR FAIL TO APPEAR FOR THE EXAMINATION, YOUR FEE IS NOT REFUNDED. THEREFORE, WE URGE YOU TO COMPARE YOUR QUALIFICATIONS CAREFULLY WITH THE REQUIREMENTS FOR ADMISSION AND FILE ONLY FOR THOSE EXAMINATIONS FOR WHICH YOU ARE CLEARLY QUALIFIED.

IF YOUR APPLICATION IS RECEIVED WITHOUT THE REQUIRED FEE, IT WILL BE RETURNED TO YOU. SHOULD YOU WISH TO REFILE WITH THE REQUIRED FEE, YOUR APPLICATION WITH THE APPROPRIATE FEES MUST BE RETURNED TO THIS OFFICE.

THE APPLICATION FILING FEE IS SUBJECT TO BEING INCREASED WITHOUT PRIOR NOTICE.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the 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, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. The fee may also be waived for those who are serving active military duty. Documentation proving eligibility must be submitted with each application. All claims for application fee waivers are subject to verification.

You may obtain blank application forms in person and submit completed exam application forms to the:

WESTCHESTER COUNTY DEPARTMENT OF HUMAN RESOURCES
SUITE 100, MICHAELIAN OFFICE BUILDING
148 MARTINE AVENUE
WHITE PLAINS, NEW YORK 10601

ALTERNATE TEST DAY REQUESTS: If you require special arrangements, a written request should be attached to the application describing the type of special arrangements required. Continuous Recruitment tests are held on a weekday date. Candidates are notified by mail approximately 8-10 days before they are due to appear.

AN ALTERNATE TEST DATE MAY ONLY BE REQUESTED FOR THE FOLLOWING REASONS:

- A death in the immediate family or household within the week preceding the examination.
- Medical emergencies involving the candidate or member(s) of the immediately family.
- Military Orders (A copy of orders is required).
- Religious Observance - Candidate must submit required form.
- Wedding - must be a member of the wedding party or member of the immediate family of the bride or groom.
- Vacation for which a non-refundable down payment was made before the exam announcement was issued.
- Required court appearances.

PROCEDURE

A written request with appropriate documentation justifying the request must be submitted to the Recruitment and Selection Unit. With no exception, alternate requests must include documentation verifying the outstanding circumstance which precludes the candidate from appearing. After consideration, the Recruitment and Selection Unit shall notify the candidate as to whether or not the request is granted.

NOTE: RELIGIOUS ACCOMMODATION - If special arrangements for testing are required, please indicate this on your application.

APPLICANTS WITH DISABILITIES - If special arrangements for testing are required, please indicate this on your application.

Candidates are responsible for reporting in writing, all changes in name and/or address directly to the "Recruitment and Selection Unit" at the above address. Please include examination number on all correspondence.

Candidates, who receive disqualification notices and wish to appeal such disqualification, must do so in writing.

WESTCHESTER COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. It is the policy of Westchester County to provide for and promote the equal opportunity of employment, compensation and other terms and conditions of employment without discrimination because of age, race, creed, color, national origin, sex, disability, marital status, sexual orientation, or any other protected status.

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