

Promotional

WESTCHESTER COUNTY **CIVIL SERVICE PROMOTIONAL** **OPPORTUNITIES FOR CURRENT EMPLOYEES**

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

Applications Continuously Accepted
Effective Date: 8/05/15
JBCL: S789
Revised: 1/21/16

Exam #: 17-799

Exam Date:
HELD DURING THE WEEK
(Monday thru Friday)
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

QUALIFYING EXPERIENCE

Immediately preceding the time of examination must have 12 months continuous permanent competitive class status as a Network Specialist in BOCES #2.

Candidates are eligible for appointment only in the jurisdiction in which they have status at the time of examination. Candidates must continue to meet promotional qualifications in order to maintain their standing on the list and be eligible for appointment. If you qualify for the examination based on your status on a preferred list, your name remains active on the list as long as you are on the preferred list.

Note: Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this 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 an open-competitive basis on the same day. If you are interested and qualify, you must file a separate application for the open-competitive 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'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 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 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.

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. 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.
6. 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.

SENIORITY: Excluding the first year, points will be added to an eligible score as follows: 1.0 point for each 5 years or fraction thereof of permanent status in the classified service in Westchester County or Appointing Authority (as applicable) from 1 year to 26 years, calculated in years and months, not days. (0-1 year = 0; over 1 year - 6 years = 1; over 6 years - 11 years = 2; over 11 years - 16 years = 3; over 16 years - 21 years = 4; over 21 years - 26 years = 5)

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 AND THE APPROPRIATE FEES MUST BE RETURNED TO THIS OFFICE.

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

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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County Service • Westchester Medical Center • Towns • Villages • School Districts
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Applications Continuously Accepted
Effective Date: 9/11/07
JBCL: S787
Revised: 1/21/16

Exam #: 13-287

Exam Date:
HELD DURING THE WEEK
(Monday thru Friday)
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

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

SALARY

Varies with Jurisdiction

QUALIFYING EXPERIENCE

Immediately preceding the time of examination must have 12 months continuous permanent competitive class status (a permanent appointment) as a Junior Network Specialist in the appointing jurisdiction.

Candidates are eligible for appointment only in the jurisdiction in which they have status at the time of examination. Candidates must continue to meet promotional qualifications in order to maintain their standing on the list and be eligible for appointment. If you qualify for the examination based on your status on a preferred list, your name remains active on the list as long as you are on the preferred list.

Note: Persons who are currently employed under Section 55a, New York State Civil Service Law, and who meet all the above eligibility requirements in the non-competitive rather than competitive class may compete in this examination.

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 an open-competitive basis on the same day. If you are interested and qualify, you must file a separate application for the open-competitive examination at the same time, as your participation in an examination for this title will be limited to once every twelve months.

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

Qualifying Tests:

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