



Municipal Civil Service Commission Examination Announcement

420 BROADWAY ~ CITY HALL
KINGSTON, NEW YORK 12401
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www.kingston-ny.gov

OPEN-COMPETITIVE

<u>EXAMINATION TITLE:</u>	<u>Network Support Technician</u>
<u>EXAMINATION NUMBER:</u>	<u>17541</u>
<u>EXAMINATION DATE:</u>	<u>May 2, 2015</u>
<u>SALARY</u>	<u>\$44,524</u>

FILING DEADLINE IS MONDAY, MARCH 9, 2015. APPLICATIONS MUST BE POST MARKED NO LATER THAN Monday, March 9, 2015.

FEE: A **\$20.00** non-refundable application fee is required for each separately numbered examination for which you apply. The required fee must accompany your application. Send check or money order (**NO CASH**), with examination number, payable to City Comptroller, City of Kingston, 420 Broadway Kingston, NY 12401.

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.

All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a “Request for Application Fee Waiver and Certification” form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. You may get this form at the Civil Service Office, 420 Broadway, Kingston New York 12401 or on the website at www.kingston-ny.gov.

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 resulting from this examination will be used to fill full-time/part-time vacancies which may occur during the life of the list with the City of Kingston IT Department.

RESIDENCE REQUIREMENT/PREFERENCE IN APPOINTMENT: You must be a resident of Ulster County for at least **30 days prior** to the date of examination to apply for this exam. Preference in appointment for City positions **may** be given to residents of the City of Kingston for at least **30 days prior to date of certification of the eligible list.**

DUTIES: This position involves the responsibility for installing, maintaining, coordinating and supporting the City of Kingston’s technology services; including but not limited to computer hardware, software, servers and network/communications equipment and programs. The incumbent is responsible for coordinating installations and providing technical assistance to system users. Additionally, coordination and oversight of outside vendor and service providers will be required. Technical assistance involves the diagnosing/troubleshooting of computer related matters to software applications/packages, basic hardware issues, and providing subsequent on-going maintenance thereof.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or one accredited by the New York State Board of Regents to grant degree's with an Associate's degree in computer science or computer information systems, or closely related field and one (1) year of experience installing, modifying and maintaining a local area network; OR
- B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as defined in (A) , with A+ Certification; OR
- C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATION:

Possession of a valid New York State License and a reliable registered New York State motor vehicle.

WHERE COLLEGE IS A REQUIREMENT, YOU WILL BE EXPECTED TO SUBMIT COLLEGE TRANSCRIPTS NO LATER THAN DECEMBER 22, 2014 OR YOU WILL BE UNCONDITIONALLY DISQUALIFIED. ONCE SUBMITTED, COLLEGE TRANSCRIPTS WILL BE HELD ON FILE IN OUR OFFICE FOR A PERIOD OF TEN YEARS. TRANSCRIPTS NEED NOT BE OFFICAL COPIES; HOWEVER, THEY MUST CONTAIN ALL INFORMATION NECESSARY TO QUALIFY YOU FOR THIS POSITION.

The examination will consist of two parts: a rated evaluation of training and experience and a qualifying PC-administered 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 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:

Computer Programming

Help Desk

User Support

Network Administration

Data Communications

Telecommunications

Business/Systems Analysis

Web Site Development

Microcomputer Repair

Qualifying Tests:

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.

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 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.

Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.

SPECIAL NOTE: Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to Civil Service Office, 420 Broadway, City Hall, Kingston, NY 12401 as soon as possible before the test date.

PREPARATION/RATING OF EXAMINATIONS RULE: 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.

CROSS FILER STATEMENT: Applications may be obtained on our website at www.kingston-ny.gov or at the Civil Service Office, City Hall, 420 Broadway, Kingston, NY or by sending a legal-size self-addressed stamped envelope to: Municipal Civil Service Commission, 420 Broadway, Kingston, NY, 12401. Application received/postmarked after the filing deadline will not be accepted. This department does not acknowledge receipt of application and does not accept responsibility for non-delivery or postal delay. If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both **STATE** and **LOCAL** government examinations, you must make arrangements to take all your examinations at the State Examination Center by calling (518)457-7022 no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than **TWO** weeks before the date of the examinations. You must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination.

ALTERNATE TEST DATES: Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Upon specific circumstances an alternate test date may be arranged. If a medical emergency prevents you from appearing for the examination, please notify this office no later than 4:00 PM on the Monday following the test date (Tuesday if Monday is a holiday) providing verifiable documentation of the reason. A determination will be made if you will be scheduled for an alternate test date.

WEATHER EMERGENCIES: in case of adverse weather conditions, any delay or cancellation, notice will be broadcast over local radio stations (WKNY, 1490) & (WGHQ, 920) 6 a.m. and 8 a.m. on the date of the examination.

VETERAN'S CREDIT Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Applications for veteran's credit are available from this office.

Effective January 1, 1998 the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

ADDITIONAL CREDITS FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY: 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 had 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.

BACKGROUND INVESTIGATION: Applicant may be required to undergo a State and National criminal history background investigation, which may include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background checks may result in disqualification.