



ERIE COUNTY

PROMOTIONAL EXAM

Please refer to our internet address at: www.erie.gov

**A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)**

CHIEF MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST

NO. 74-587

ERIE 1 BOCES

\$30.11 - \$46.66 PER HOUR

THIS EXAMINATION IS OPEN TO ALL QUALIFIED EMPLOYEES OF ERIE 1 BOCES. At present there are four vacancies.

The eligible list resulting from this examination will not supersede currently existing promotional eligible lists for this title, if any. The duration of all promotional eligible lists is four years from date of establishment unless otherwise indicated.

QUALIFYING EXPERIENCE FOR TAKING THE TEST: Candidates must be permanently employed in the competitive class and must be serving and have served continuously on a permanent or contingent permanent basis in the competitive class for 12 months immediately preceding the date of the written test in a position of Senior Microcomputer Technical Support Specialist.

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: A *Chief Microcomputer Technical Support Specialist* assists the Network Manager in administering a program for the design, development and implementation of computer applications and local area network operating systems; oversees the development, support, and implementation of Local Area Networks (LAN) and their related operating systems; supervises the installation, customization and maintenance of approved vendor supplied software for Local Area Network operations; coordinates operations with the Senior LAN and WAN specialists to maintain optimal network performance; formulates and prepares LAN System documentation; studies and evaluates new methods and procedures to determine the adaptability to LAN/WAN technology; develops training plan for technicians and specialists in the efficient use of computer hardware, network management tools, and LAN/WAN technology; provides direction and support for all subordinate staff assigned to the area of responsibility; addresses staffing issues including recruitment, interviewing staff and makes hiring recommendations; administers employee performance reviews as required; maintains employee scheduling to assign the proper qualified staff for customer needs as requested; ensures proper tracking and recording of services provided for accurate billing purposes.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. **ADMINISTRATION:** These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.
2. **IT SUPERVISORY SIMULATION EXERCISE:** The simulation exercise requires the candidates to assume the role of a supervisor in a computer services unit. The exercise will require candidates to respond to supervisory situations and problems similar to those which could be encountered as a first-line supervisor in a typical office setting. The candidates will be required to indicate actions he or she would take in response to information presented in the simulation exercise. The situations presented may include, but are not necessarily restricted to assigning and reviewing work, evaluating performance of employees, maintaining work standards, motivating and developing employees, implementing procedural change, increasing efficiency and dealing with problems of absenteeism, morale or discipline. (Continued on reverse)

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (See application for more information.)

**NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.**

EXAMINATION DATE

DECEMBER 5, 2009

SEE
REVERSE
SIDE

APPLICATIONS MUST BE
POSTMARKED BY

NOVEMBER 4, 2009

SUBJECTS OF EXAMINATION (continued):

- 3. **PREPARING WRITTEN MATERIAL:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.
- 4. **PROJECT ADMINISTRATION SIMULATION EXERCISE:** This simulation exercise tests for the ability to guide a project team through the successful completion of a project. You will be asked to assume the role of a project team leader in an information technology unit. You will be required to respond to situations and problems that arise as the project develops. You may be asked to deal with situations involving planning, scheduling and controlling a project; working with users; preparing specifications for hardware and software; establishing procedures for performing and modifying project tasks; scheduling system development, installation, validation, testing and training; assuring that work is completed as specified; handling risk and closing a project.
- 5. **TRAINING USERS OF COMPUTERS:** These questions test for knowledge of techniques for using computers and approaches to training others to use them. They cover such subjects as use of computer hardware, software and applications; preparing and evaluating instruction materials; determining the level of trainees' knowledge and the use of computers to provide instruction and feedback. The questions on training depend upon good judgment and practical experience rather than knowledge of abstract principles.

NOTICE TO CANDIDATES: Unless otherwise noted, 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.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)
(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

INFORMATION FOR PROMOTION CANDIDATES

Unless otherwise indicated, the eligible list resulting from this examination will have a duration of four years and will not supersede existing promotional lists, if any.

RATINGS REQUIRED: Test is rated on a scale of 100 with a passing mark at 70. Test instructions may further divide the tests into parts and set minimum standards for each part.

Points will be added to scores of candidates who achieve a passing mark as follows:

Seniority: For each year of service in the classified service:

- Less than 1 year.....0 points
- 1 year up to 6 years.....1 point
- Over 6 years up to 11 years.....2 points
- Over 11 years up to 16 years.....3 points
- Over 16 years up to 21 years.....4 points
- Over 21 years.....5 points

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 5 and 2.5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

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.

APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE. If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the location at which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

ELIGIBILITY FOR EXAMINATION: You may take the examination if you meet the following requirements: (a) Meet the qualifications as printed in the announcement; (b) you have been separated from the service and permanently reemployed within one year, (c) your name is on a preferred eligible list.

NOTICE: Any person, otherwise meeting the requirements for an examination, who is laid off from any agency for which the examination is being held, and whose name is presently on a preferred list is eligible to compete in the examination. When completing their applications such persons should be title and location of their last permanent Civil Service employment.

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin Street, Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

****IMPORTANT APPLICATION FEE - READ CAREFULLY****

A \$20 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.