TOMPKINS COUNTY CIVIL SERVICE EXAMINATION
Inclusion Through Diversity

OPEN TO THE PUBLIC
Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Microcomputer Specialist

EXAM NO: 60012930

SALARY: Depends upon Location. Tompkins County - $29.67/hr - Hire Rate, $31.23/hr - Work Rate (2024)

EXAM DATE: 03/15/25

ISSUE DATE: 01/06/25

THE FINAL DATE TO FILE APPLICATIONS: 02/06/25

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 03/16/25

RESIDENCY WAIVED

LOCATION OF POSITION/VACANCIES:

There are currently multiple vacancies the title of Microcomputer Specialist throughout Tompkins County. The eligible list resulting from the open competitive examination may be used to fill any full-time, part-time or temporary vacancies that may occur during the life of the eligible list.

THE USE OF A QUIET HAND-HELD CALCULATOR IS RECOMMENDED FOR THIS EXAMINATION.

MINIMUM QUALIFICATIONS: EITHER:

(A) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelor's Degree or concentration in computer science, computer information systems, electrical technologies or a closely related field; OR

(B) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree or concentration in computer science, computer information systems, electrical technologies or a closely related field **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software; OR

(C) Graduation from high school or possession of a high school equivalency diploma **AND** three years of full-time (or the equivalent part-time and/or volunteer) experience with a variety of microcomputer hardware and software; OR

(D) Any combination of training and experience equal to or greater than that described on (A), (B), and (C) above.

NOTE:

A Degree or experience in word processing will not be accepted as qualifying for the above minimum qualifications.

SPECIAL REQUIREMENT:

Applicants must possess of a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical support and application programmer/analyst position focused on adapting micro-computers to department and user needs. Working with various offices, classes and/or departments, the incumbent works from problem definition to implementation and support for the system designed. The work includes the application of both microcomputer hardware and software to meet the specific needs of the department. The incumbent may be required to develop course outlines and to provide training to users of various hardware and software. The incumbent performs these duties under the general supervision of the Director of Information Technology Services (I.T.S.), Department Heads, Division Heads, Teachers or Administrators. Wide latitude is allowed for the exercise of independent judgment. Although supervision of others is not a primary function of this position, the incumbent may be called upon to supervise work projects, work groups, and to provide technical supervision to departmental staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Provides training in the use of word processing, database, spreadsheet, e-mail, web browser, presentation, basic desktop publishing, utility, in-house developed and other software as well as best practices to promote data integrity and security;
- Maintains a library of PC related manuals, documentation, publications, etc.;
- Collects information from the department requesting computer support, analyzes that information to determine current basic operational requirements;
- Defines and researches problems in terms of logical relationships, system constraints, compatibility requirements, basic objectives, related manual processes, space, impact on resources, etc.;
- Recommends micro-computer hardware and software to support users' needs;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Sets up micro-computer hardware with the proper cabling and connections (including networking with other PC's and/or Mainframe systems), installs and tests software to insure that the entire system is fully operational;
- Tests and modifies new system software during parallel operation with current system to assure reliability;
- Develops and documents operational procedures;
- Communicates with vendors and other technical support personnel to aid in the solution of problems regarding micro-computer hardware and software;
- Performs research related to computer equipment/software, specifications and cost information for budgetary analysis and planning;
- Provides Help Desk support for computer users for hardware and software;
- In a school district or BOCES, Micro-computer Specialists will, under the direction of a teacher, provide students with problem solving activities related to micro-computer hardware and software;

ADDITIONAL TYPICAL WORK ACTIVITIES ASSIGNED TO COUNTY MICRO-COMPUTER SPECIALISTS:

- Performs a variety of programming tasks using data base and spreadsheet software, may be required to use, Microsoft Access, Visual Basic, DOS batch files, Unix/Linux shell scripts, HTML, PERL, and other programming languages;
- In County Departments, Micro-computer Specialists will provide user training and help desk support for various telecommunications equipment including telephone systems;
- Receives, evaluates, and takes appropriate action on departmental requests for new telephone equipment, changes or modifications;
- Develops technical bid specifications and proposals;
- Analyzes and evaluates bid proposal responses culminating in recommendations for hardware, software, carrier and other services.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good technical knowledge of micro-computers hardware and software including DOS, Windows, Unix/Linux, database, spreadsheet and word processing;

- Presentation, desktop publishing, HTML, also peripherals like inkjet & laser printers, tape drives, scanners, digital cameras;
- Good technical knowledge of Local Area Networks (LAN) and Internet, especially TCP/IP-based services, with an emphasis on securing same;
- Good technical ability and knowledge of changing technology;
- Good judgment;
- Ability to train users in the use of micro-computer hardware and software;
- Ability to learn and support new PC software;
- Ability to learn new micro-computer system configurations;
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively both orally and in writing.

School Districts and BOCES Require:

- Good technical knowledge of Local Area Networks (LAN).

County Departments Require:

- Good knowledge of telecommunications equipment;
- Good knowledge of programming techniques and concepts, including microcomputer and mainframe software: database, spreadsheet, word processing, and related languages;
- Ability to write the technical portions of specifications for bid proposals;
- Physical condition commensurate with the demands of the position.

Originally created 8/93

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Complete Scope of the Examination and Expanded Subtest Descriptions:

Principles of networked communications

These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.

Fundamentals of PC systems

These questions test for knowledge of basic concepts and terminology related to PC's. They cover such topics as PC and peripheral equipment; storage media; types of software used with PC's; and other associated terms and concepts.

Use and operation of PC's and related peripheral equipment

These questions are designed to test for technical knowledge and concepts relevant to the operation of a PC and associated peripheral equipment for word processing, spreadsheet analysis, database management, data communications and other applications. The questions asked are not specific to any vendor or any model of PC.

Principles of providing user support

These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

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.

Test guide:

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:https://www.cs.ny.gov/testing/testguides.cfm.

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and 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.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at http://www.tompkins-co.org/personnel/CivilSrvForms/index.html

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties 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 firefighter or police officer killed in the line of duties 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.â'

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

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850