

CIVIL SERVICE EXAMINATION ANNOUNCEMENT

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COMMISSIONERS
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NASSAU COUNTY CIVIL SERVICE COMMISSION

40 MAIN STREET HEMPSTEAD, NEW YORK 11550

PERSONNEL CHOSEN FOR MERIT AND FITNESS WITHOUT REGARD TO RACE, RELIGION, SEX, AGE,
NATIONAL ORIGIN, DISABILITY, MARITAL STATUS, OR ANY OTHER NON-MERIT FACTOR

EXAM TYPE: Open Competitive
JOB TITLE: INFORMATION TECHNOLOGY AIDE II
EXAM #: 21332
EXAM DATE: Special Examination Program
FEE: \$50.00
DATE ISSUED: 04/01/21
APPLICATIONS ACCEPTED TO: 04/21/21

SALARY & OTHER INFORMATION:

ANNOUNCED FOR:

NASSAU COUNTY DEPARTMENTS, VILLAGES, SCHOOL DISTRICTS, LIBRARIES, SPECIAL DISTRICTS, BOARD OF COOPERATIVE EDUCATIONAL SERVICES, NASSAU HEALTH CARE CORPORATION, AND TOWNS OF NORTH HEMPSTEAD AND OYSTER BAY

SALARY: Varies: County: \$30,500 - \$69,268

THERE ARE THREE (3) STEPS IN THIS SPECIAL EXAMINATION PROGRAM:

- 1) Candidates must submit an application for this examination by the filing deadline of **APRIL 21, 2021**.
- 2) Approved candidates will be mailed instructions explaining how to log on to a special web site in order to complete and electronically submit a **TRAINING AND EXPERIENCE QUESTIONNAIRE**. If this instruction letter is not received by **JULY 14, 2021**, it is the **candidate's responsibility** to contact this office **immediately** by calling (516) 572-1896. **FAILURE TO COMPLETE THE ELECTRONIC QUESTIONNAIRE BY THE DEADLINE STATED IN THE INSTRUCTION LETTER WILL BE GROUNDS FOR DISQUALIFICATION FROM THIS EXAMINATION PROCESS.**
- 3) A preliminary eligible list will be established based on the scores received on the training and experience portion of the examination. **Before** candidates can be certified to prospective hiring agencies, they **must** pass a **QUALIFYING (PASS/FAIL) PC-ADMINISTERED WRITTEN TEST**. Candidates will be scheduled for this portion of the examination as required to meet certification.

THIS PROCESS IS EXPLAINED IN MORE DETAIL IN THE SUBJECTS OF EXAMINATION PORTION OF THIS ANNOUNCEMENT

DUTIES:

Assists in maintaining computer networks and their operating systems; performs initial diagnosis of computer workstation problems; performs related duties as required.

MINIMUM QUALIFICATIONS:

Must be met on or before the last day of the filing period:

Graduation from high school
and

Two years of satisfactory, paid experience installing and maintaining applications, computers, computer networks, or supporting or training the users.

NOTE: 1. Completion of one year (30 credits) of education at a regionally accredited or New York State registered college or university, may be substituted for the above-mentioned experience, on a year-for-year basis. For each year the 30 credits must have included at least six (6) credits in a computer field.

2. Possession of a certificate in a networking/personal computer-related field validated by one of the major computer hardware/software vendors, certification institutions, or from a public or commercial school registered by the New York State Department of Education, or an out-of-state branch of that school, may be substituted for one year of the above-mentioned experience on a one-certificate-for-each-year basis.

Necessary Special Requirement

Continuing possession of an appropriate class, valid Driver License issued by the State of New York may be required.

NOTE: SEE ITEMS NOS. 1 AND 2 OF **GENERAL INFORMATION**.

SUPPLEMENTAL INFORMATION/SUBJECT OF EXAMINATION/GENERAL INFORMATION:

HOW TO APPLY:

ONLINE APPLICATIONS are available at www.nassaucivilservice.com The advantages of filing electronically include the storage of submitted applications in your personal user account and application processing fee payment by credit/debit card.

Additionally, our **Examination Announcements** webpage includes a link entitled **Job Descriptions and Job Interest Cards**, which offers the opportunity to view class specifications and fill out a form so that you may receive an email notification when an open competitive examination for a particular title is announced in the future.

PLEASE NOTE: Computers are available to file electronic applications in our office at 40 Main Street, 2nd Floor, Hempstead, NY from 9:00 AM to 4:45 PM, Monday thru Friday. In accordance with our goal of making the Nassau County Civil Service Commission a paperless agency, **no hard copy application** is available.

RESIDENCY: SEE ITEM NO. 5 OF **GENERAL INFORMATION**.

NOTE: RESIDENTS OF FARMINGDALE UFSD NO. 22 WHO LIVE IN SUFFOLK COUNTY MAY PARTICIPATE IN THIS EXAMINATION BUT WILL BE ELIGIBLE FOR APPOINTMENT ONLY IN THAT SCHOOL DISTRICT.

NOTE: THE VILLAGE OF FREEPORT AND THE LOCUST VALLEY WATER DISTRICT HAVE A SPECIAL RESIDENCE REQUIREMENTS WHICH MUST BE SATISFIED.

FEE: NON-REFUNDABLE Processing Fee must be submitted for each separately numbered examination for which you apply. This fee **must** be paid by credit or debit card.

CAREFULLY REVIEW THE MINIMUM QUALIFICATIONS ON THIS ANNOUNCEMENT TO ENSURE THAT YOU MEET THEM, AS THIS IS A NON-REFUNDABLE PROCESSING FEE. Applications submitted without proper payment will be rejected without review.

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**, when prompted to submit the application processing fee, choose the **Fee Waiver** option. Follow the directions regarding downloading and submitting the required fee waiver form.

SPECIAL TEST ACCOMMODATIONS: If you are either **Physically Disabled** and in need of reasonable test accommodations, and/or are in need of an alternate examination date due to a conflict with either a **Religious Observance** or **Military Service Commitment**, please answer **"yes"** to the appropriate question(s) in the application.

NOTE: SEE ITEM NO. 6 OF GENERAL INFORMATION REGARDING ADDITIONAL CREDITS FOR VETERANS, AND FOR CHILDREN/SIBLINGS OF FIREFIGHTERS/POLICE OFFICERS WHO QUALIFY UNDER SECTIONS 85A/85B OF CIVIL SERVICE LAW. IF YOU BELIEVE YOU QUALIFY FOR SUCH CREDITS, ANSWER "YES" TO THE APPLICABLE QUESTION(S) IN THE APPLICATION.

VACANCIES: SEE ITEM NO. 4 OF **GENERAL INFORMATION** FOR INFORMATION REGARDING VACANCIES AND BACKGROUND CHECK REQUIREMENTS FOR APPOINTMENT TO CERTAIN POSITIONS.

NOTE: More than two no-responses to canvass letters will result in the removal of a candidate from the eligible list.

A PROMOTION EXAMINATION FOR THIS TITLE WILL BE HELD ON THE SAME DATE. IN ACCORDANCE WITH ESTABLISHED MERIT SYSTEM PRINCIPLES, THE ELIGIBLE LIST ESTABLISHED, AS A RESULT OF THE PROMOTION EXAMINATION MUST BE USED FIRST. SINCE A LIMITED NUMBER OF VACANCIES ARE ANTICIPATED, APPOINTMENTS FROM THE ELIGIBLE LIST ESTABLISHED AS A RESULT OF THIS OPEN COMPETITIVE EXAMINATION MAY BE LIMITED.

SUBJECTS OF EXAMINATION

The examination will consist of two parts:

- 1) **A RATED EVALUATION OF TRAINING AND EXPERIENCE**, and:
- 2) **QUALIFYING (PASS/FAIL) PC-ADMINISTERED TEST**. You must pass both tests in order to be eligible 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

1) Candidates must first file an application for this examination by the filing deadline stated elsewhere in the announcement.

Candidates must fill out all parts of the application **accurately** and **completely** so that a candidate's background may be evaluated against the minimum qualifications as stated on the examination announcement. Also include a copy of **any relevant documentation**, such as professional certificates.

2) Approved candidates will be mailed instructions explaining how to log on to a special web site in order to complete and electronically submit a **training and experience questionnaire**. If this instruction letter is not received by **JULY 14, 2021**, it is the **candidate's responsibility** to contact this office **immediately** by calling (516) 572-1896. **FAILURE TO COMPLETE THE ELECTRONIC QUESTIONNAIRE BY THE DEADLINE STATED IN THE INSTRUCTION LETTER WILL BE GROUNDS FOR DISQUALIFICATION FROM THIS EXAMINATION PROCESS**. This questionnaire will ask for specific information on your information technology education (formal degrees, IT-related training courses, certifications) and experience. Candidates will also be asked to briefly describe a significant achievement in each of the jobs' areas and to provide the name and contact information for someone who can verify your information. The information provided about the candidate's experience will be rated against the following areas:

Help Desk
User Support
Network Administration

Microcomputer Repair

NOTE: IT IS THIS INFORMATION WHICH WILL DETERMINE A CANDIDATE'S EXAMINATION SCORE. PASSING CANDIDATES WILL THEN BE PLACED ON A PRELIMINARY ELIGIBLE LIST. CANDIDATES WILL BE SCHEDULED FOR THE **QUALIFYING (PASS/FAIL) PC-ADMINISTERED WRITTEN TEST** AS REQUIRED TO MEET CERTIFICATION.

The **QUALIFYING (PASS/FAIL) PC-ADMINISTERED WRITTEN TEST** will be designed to evaluate knowledge, skills, and/or abilities in the following areas:

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.

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

NOTE: If a candidate has previously passed an IT Qualifying Written Test prepared by the New York State Department of Civil Service which used the same test plan as the one on this announcement, 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.

NOTE: Unless otherwise notified, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards such as computers, spell-checkers, personal digital assistants, address books, language translators, dictionaries, and any similar devices are prohibited.

IT IS THE RESPONSIBILITY OF THE CANDIDATE TO NOTIFY THIS COMMISSION, IN WRITING, OF ANY CHANGE OF NAME, MAILING/LEGAL/EMAIL ADDRESS, OR PHONE NUMBER: INDICATE EXAMINATION NUMBER AND TITLE, AND YOUR SOCIAL SECURITY NUMBER.

DISABLED VETERANS: Visit our homepage at www.nassaucivilservice.com to view information (including a downloadable credit request form) on a recent amendment to the New York Constitution regarding the award and use of additional credits for certain disabled veterans on civil service examinations. The credit request form is also available in our office at 40 Main St., Hempstead NY.

GENERAL INFORMATION

1. **APPLYING:** Inquiries should be directed to the Executive Director, Nassau County Civil Service Commission. The Commission does not acknowledge receipt of hard copy applications, and does not

accept responsibility for non-delivery or postal delay. The Commission reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

2. **TRAINING AND EXPERIENCE**: The burden of establishing qualifications to the satisfaction of the Commission shall be upon the applicant. For the purpose of meeting the training and experience requirement of any examination, no credits shall be given for any work experience which is determined by the Commission to have been gained or acquired in violation of the provisions of the Civil Service Law.

Where required, certificates, licenses, and military separation papers (DD214) must be submitted with your application. Proof of claimed education, (copy of your high school diploma, Military, GED, New York State or comparable Equivalency Diploma) may be required to be submitted with the application.

If education beyond high school is required, official transcripts must be submitted directly to us by the school.

College education is considered at the rate of 30 credits completed per year.

For open competitive qualifications only, paid experience, if other than on a full time basis will be prorated.

Volunteer experience may be accepted if verifiable, and the experience claimed must have been in a structured program. Documentation signed by an official of the agency indicating hours per week, level of work, etc. must be provided.

Where additional experience may be substituted for an academic degree/diploma, the interpretation of the note, generally, is that for a full substitution, the underlying educational requirement for a Master's degree must be a Bachelor's degree; for a Bachelor's degree, it must be a High School Diploma/High School Equivalency Diploma; for a High School Diploma, it must be satisfactory completion of tenth or eighth grade education, as appropriate.

3. **THE EXAMINATION**: You must bring the official notice for admittance to the examination.

Approved candidates will be notified when and where to appear for examination. If an application is rejected, the candidate will be notified.

CANDIDATES APPLYING FOR EXAMINATIONS ADMINISTERED BY OTHER JURISDICTIONS WITHIN, AND INCLUDING, NEW YORK STATE SHOULD CONTACT THIS OFFICE NO LESS THAN TWO WEEKS BEFORE THE DATE OF THE WRITTEN TEST AS IT OTHERWISE MAY NOT BE POSSIBLE TO MAKE ARRANGEMENTS. FAILURE TO PROVIDE SUCH INFORMATION MAY RESULT IN DISQUALIFICATION FROM ONE OR MORE EXAMINATIONS IN THE SERIES.

Candidates may be fingerprinted at the time of the examination and subsequent thereto, as required.

Total time allowed for examinations held on a particular date may not exceed eight hours.

Alternate examination date requests must be made to this Commission **as soon as** the conflict/problem arises; documentation is required, and will be reviewed against established criteria. In the event of illness, written verification from a professional health care provider is required. Generally, the alternate date that examinations can be administered is **no later than** the Friday following the original test date.

The Commission reserves the right, after this announcement is issued, to subdivide the examination and/or require a specific passing mark in one or more of such subdivisions in order that a candidate be considered further for eligibility. Notice of such arrangement will be given in the examination instructions.

A record of disrespect for the requirements and processes of law, including repeated traffic offenses or disregard of summonses for traffic offenses, is grounds for disqualification for examination, or after examination, for certification and appointment.

Examinations prepared and rated by the New York State Department of Civil Service will be in accordance with Section 23-2 of the Civil Service Law.

Examinations prepared and rated by the Nassau County Civil Service Commission will be in accordance with the rules and regulations of this Commission.

4. **ELIGIBLE LISTS, PLACEMENT, AND ADDITIONAL REQUIREMENTS FOR APPOINTMENT TO CERTAIN POSITIONS:**

Vacancies: Eligible lists resulting from examinations may be limited to a sufficient number of passing

candidates to fill vacancies. Additional candidates may be processed for certification from the lists as the need arises.

Eligible lists remain in force for one year, and may be extended by the Commission not to exceed four years.

Candidates must be psychologically and physically fit to perform the duties required for the position.

Medical or psychological examination may be required.

When there is a need for employees to fill vacancies on a part time basis the eligible list may be canvassed for that purpose.

Changing conditions occasionally result in certification and offers of employment at higher or lower salaries than those announced.

Special Requirement for Appointment to CERTAIN positions in School Districts and Boces: 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**. If you are considered for such a position, you will be instructed at the **appropriate time as to your responsibilities in this clearance process (if fingerprinting is required, there may be an additional fee which you may be responsible for)**.

FINGERPRINTING REQUIREMENT FOR APPOINTMENT TO CERTAIN POSITIONS: In compliance with various laws, appointment to certain positions may require candidates to undergo a **fingerprint check for the purpose of a criminal history record check**. If you are considered for such a position, you will be instructed at the appropriate time as to where/when such fingerprinting will take place (you may be responsible for paying applicable fingerprinting fees).

5. **RESIDENCY:** To fulfill the standard residency requirements, each candidate for open competitive examination must have been a **bona fide resident and dweller of Nassau County for at least one year immediately preceding the advertised date of examination and maintain that residency until appointed from the eligible list established as a result of the examination**. Preference in appointment may be given to successful candidates who are legal residents and dwellers of the appointing municipality. Appointing municipalities may, by virtue of local law, establish special residency requirements.

Instances where the Nassau County residency requirement is waived will be specified in detail in the **Residency** section located in the body of the examination announcement.

6. **ADDITIONAL CREDITS: VETERAN'S CREDITS:** A veteran may be granted additional credits to be added to a passing score of an examination, as follows:

Non Disabled Vet: Open Competitive Exam: 5 points; Promotion Exam: 2.5 points

Disabled Vet: Open Competitive Exam: 10 points; Promotion Exam: 5 points

The veteran must have: served on full-time active duty for purposes other than training; served during "wartime"; been honorably discharged or released under honorable circumstances. In addition, beginning January 1, 1998, the NYS Constitution allows members of the US Armed Forces who are on active duty the right to request extra War Time Veterans credits on civil service examinations. Refer to the official application for specific dates and other requirements. Veteran's credit may be requested for each examination until actually used, for appointment from a list. Credits may be used (the veteran was permanently appointed or promoted as a result of receiving the additional credits) once, with the following exception:

If non-disabled veterans credits have previously been used to obtain an appointment or promotion, for eligible lists established after January 1, 2014, **disabled veterans** may be entitled to additional credits on a civil service examination if they have used non-disabled veterans credits to obtain an appointment or promotion with New York State or a local government, and subsequent to such use, they have been determined by the United States Department of Veterans Affairs ("VA"; formerly known as the United States Veterans Administration) to be a qualified disabled veteran, as defined in the New York State Civil Service Law. In such cases, the disabled veteran shall be entitled to apply for and use 10 credits on New York State and local open competitive and promotion examinations, minus the number of non-disabled credits he or she has previously used. The additional credits can only be used once.

SECTIONS 85-A & 85-B: In conformance with sections 85-a and 85-b of the Civil Service Law, **(85-a) children of firefighters and police officers** killed in the line of duty and **(85-b) siblings of firefighters and police officers** having died in the performance of duty as a natural and proximate result of either the World Trade Center attack on September 11, 2001 or in the

subsequent rescue effort, 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/sibling has served. If you are qualified to participate in this examination and meet one of the above criteria, please answer "yes" to the appropriate question in 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. The text of these sections of law is available at our public counter at **40 Main Street, Hempstead, NY**, as well as on our web site at **www.nassaucivilservice.com**

IN ACCORDANCE WITH OUR GOAL OF MAKING THE NASSAU COUNTY CIVIL SERVICE COMMISSION A PAPERLESS AGENCY, HARD COPY EXAMINATION APPLICATIONS WILL **NO LONGER BE AVAILABLE**, STARTING WITH EXAMINATION ANNOUNCEMENTS ISSUED AFTER **JANUARY 1, 2019**.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://agency.governmentjobs.com/nassaucountyny/default.cfm>

Position #21332
INFORMATION TECHNOLOGY AIDE II
MC

Nassau County Civil Service Commission
40 Main Street
Hempstead, NY 11550
(516) 572-1882

INFORMATION TECHNOLOGY AIDE II Supplemental Questionnaire

- * 1. This is an open competitive examination available for anyone who meets the minimum qualifications. A promotional examination is also being given for Information Technology Aide I employees of Nassau County Department of Information Technology. Make sure to apply for exam # 21336P if you wish to take the promotional exam.
 - I understand this is an open competitive exam and not a promotional exam. I understand I will not be refunded the processing fee for applying for the wrong exam. I understand I will not be able to switch from the open competitive list to the promotional list.
- * 2. Choose which category you meet the minimum qualifications.
 - Graduation from high school and Two years of satisfactory, paid experience installing and maintaining applications, computers, computer networks, or supporting or training the users.
 - I am using one or both of the substitutions as noted on the announcement.
- * 3. Give name & location of H.S. or issuing authority and date of graduation or GED. Foreign education must be evaluated by an approved service. Go to <http://www.cs.ny.gov/jobseeker/degrees.cfm> or www.NACES.org for an acceptable service. Evaluations must be sent to this office. If you did not graduate - state NONE
- * 4. When giving a job description include: Name of employer, Job Title, Duties performed by you, Start and End Date (Month/Year), Hours worked per week. *Include all relevant experience. Additional experience may not be accepted after the application is reviewed. *Give the average hours worked per week. Example 40 hours worked per week. Do not give a range of hours worked per week. Example 20-30 hours worked per week. You will only receive credit for the lowest amount given. *Part-time experience is prorated *Give the month and year of your start and end dates worked. If partial dates are submitted, you will receive credit for the least amount of time. *If you had more than one title at same employer, list as separate employment. *Proof of claimed self-employment experience is required. Company bills, letterheads, corporation papers, etc. NOTE: Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, not a substitute for it.
 - I understand I must submit all relevant experience information
- * 5. Describe all relevant experience installing and maintaining applications, computers, computer networks, or supporting or training the users. . Must include name of employer, your title, dates worked, and hours worked per week. Note: This section must be completed or your application may be rejected. See resume, see work history, see attached, on file, etc are unacceptable answers.
- 6. Completion of one year (30 credits) of education at a regionally accredited or New York State registered college or university, may be substituted for the above-mentioned experience on a year-for-year basis. For each year, the 30 credits must have included at least six (6) credits in a computer field. If you are using this substitution state the name of your College, state the number of credits you have earned and state the number of credits you have earned in the computer field. You must have your college send this office an official transcript. Foreign education must be evaluated and original results must be submitted to this office by an acceptable evaluation service provider. (Go to <http://www.cs.ny.gov/jobseeker/degrees.cfm> or www.NACES.org for a list of approved services.) Transcript should be mailed to 40 Main Street Hempstead, NY

11550

7. Possession of a certificate in a networking/personal computer-related field validated by one of the major computer hardware/software vendors, certification institutions, or from a public or commercial school registered by the New York State Department of Education, or an out-of-state branch of that school, may be substituted for one year of the above-mentioned experience on a one-certificate-for-each-year basis. If you are using this substitution, state the name of the certificate and institution it was acquired. You must attach proof of completion of the certificate.
- * 8. Be sure to read the residency requirements and the minimum qualifications for this exam. The processing fee is not refundable. You will not be able to use the fee to switch to another exam.
- I acknowledge that I have read the minimum qualifications and the residency requirements for this exam. I understand my fee will not be refunded or credited towards another exam.
- * Required Question