

**ST. LAWRENCE COUNTY
A.A./E.E.O. EMPLOYER
CIVIL SERVICE OPPORTUNITY
EXAMINATION OPEN TO THE PUBLIC**

EXAMINATION DATE: See Below

LAST FILING DATE: August 28, 2024

Training and Experience Questionnaire Submission Deadline: September 1, 2024 to September 30, 2024

Help Desk Technician – DEC # 23570-020

There are currently one (1) vacancy for Help Desk Technician at St. Lawrence-Lewis BOCES. The eligible list resulting from this examination will be used to fill vacancies as they occur in agencies under the jurisdiction of the St. Lawrence County Human Resources Department. Salary varies with jurisdiction.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of an Associate's degree in computer science, information resource management, microcomputer technology or related field **OR** completion of sixty (60) semester credit hours in a New York State registered college or university, fifteen (15) hours of which shall have been in computer science, information resource management, programming or microcomputer technology; **OR**
- B. Graduation from high school, possession of a high school equivalency diploma, or possession of an Individual Education Plan diploma and completion of a certified, two (2) year, technical or vocational program in the field of Computer Technology; **OR**
- C. Graduation from high school, possession of a high school equivalency diploma, or possession of an Individual Education Plan diploma **AND** two (2) years of full-time, paid experience as an Information Technology Helpdesk Technician or Computer Technician.

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.

Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degreescfm>. You must pay the required evaluation fee.

NOTE: Submission of a resume does not relieve you of the responsibility for completing ALL sections of the official application. Your resume is a supplement to the application, not a substitute for it.

SPECIAL ANNOUNCEMENT: Effective November 7, 2018, the St. Lawrence County Personnel Officer has assumed the administration of civil service for the City of Ogdensburg. St. Lawrence County eligible lists will, as appropriate, be certified to fill vacancies in the City of Ogdensburg. Candidates interested in employment with the City of Ogdensburg must now participate in examinations conducted by the St. Lawrence County Human Resources Department.

APPLICATION FEE: The St. Lawrence County Human Resources Department will be collecting an application fee of \$10.00 from examination applicants. The required fee must accompany your application and must be in the form of either a check or money order payable to the St. Lawrence County Treasurer. Write the number of the examination on your check or money order. **DO NOT SEND CASH.** As no refund will be made, you are urged to compare your qualifications carefully with the specified minimum qualifications and file for the examination only if you believe you are clearly qualified. Any application received after the last filing date will be returned along with the application fee. There will be a \$15.00 returned check fee of any returned check.

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, please 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. The "Request for Application Fee Waiver and Certification" form is located on the St. Lawrence County web site at: <https://stlawco.gov/Departments/HumanResources> or by contacting the Human Resources Department at (315) 379-2210.**

GENERAL STATEMENT OF DUTIES: This position acts as the primary contact with employees requesting assistance with computer software and hardware issues. The incumbent is responsible for providing technical assistance to users via telephone for problems that are routine in nature. The work is performed under the general supervision of a higher level staff member such as a Computer Technician or a Computer Specialist.

NOTE: Calculators are **ALLOWED** for this exam.

SUBJECT OF EXAMINATION: SEE ATTACHED EXPANDED SCOPE STATEMENT

Applications and application fees must be submitted or postmarked by the last filing date stated above. Normal business hours are 8:00 am to 4:00 pm. Late applications and/or application fees will not be accepted. Candidates will be notified approximately two weeks prior to the examination date, as to the time and place of the examination. In order to assure you receive all correspondence from our office, we **must** have your current address on file. Email changes to: exams@stlawco.gov or contact the St. Lawrence County Human Resources Department at the number listed below.

Date Published: July 26, 2024

APPLICATIONS AND FURTHER INFORMATION
St. Lawrence County Human Resources Department
48 Court Street, Canton, New York 13617-1169
(315) 379-2210
<https://stlawco.gov/Departments/HumanResources>
(SEE REVERSE SIDE FOR GENERAL INSTRUCTIONS)

SITTING CONDITIONALLY FOR AN EXAMINATION

Candidates who will receive a qualifying college degree within four (4) months after the date of this examination will be allowed to sit conditionally. The candidates' name will be withheld from certification until proof of the qualifying degree has been received by the Human Resources Department. The candidate will be required to furnish proof that they have received said degree, **no later than four (4) months after the establishment of the Eligible List** resulting from this examination. Upon receipt of said proof within the time frame so stated, the candidate will become eligible for certification.

SPECIAL EXAMINATION ARRANGEMENTS

Special accommodations for handicapped candidates will be made unless such accommodations would impose an undue hardship on the Human Resources Department. Written requests specifying such accommodations should be filed with the examination application in order to allow for the necessary documentation, determination and arrangements.

RELIGIOUS ACCOMMODATION

Candidates who, because of a religious observance or practice, are unable to compete in an examination scheduled to be held by this office, will be rescheduled. Notification must be made in writing to the Human Resources Department with the examination application. The candidate will be notified by the Human Resources Department of an alternate test date.

MILITARY COMMITMENT

Candidates who are unable to appear on the regularly scheduled examination date due to ordered military duty should contact the Human Resources Department for information regarding their rights to an alternate test date.

OTHER ALTERNATE TEST DATES

Alternate examination dates may be granted for qualifying circumstances. A request for alternate examination date must be submitted to the St. Lawrence County Human Resources Department no later than the close of business on the next business day following the examination date, whenever practicable. Any alternate examination date administration beyond the Saturday following the scheduled Saturday examination date must be reviewed with the New York State Department of Civil Service.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY (CROSS FILERS)

If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two (2) weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

VETERANS CREDITS

For purpose of claiming Veterans Credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:

Dec. 7, 1941 - Dec. 31, 1946	June 27, 1950 - Jan. 31, 1955	Feb. 28, 1961 - May 7, 1975
June 1, 1983 - Dec. 1, 1987	Oct. 23, 1983 - Nov. 21, 1983	Dec. 20, 1989 - Jan. 31, 1990
Aug. 2, 1990 - End of Persian Gulf Conflict		

Disabled or Non-Disabled Veterans who claim additional credits will receive information as to the filing procedure approximately 2 weeks prior to the date of the examination. (See section 6 of the application for additional information)

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 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.

WRITTEN EXAMINATION

This written examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations which deals with the rating of examinations will apply.

CONTINUOUS RECRUITMENT EXAMINATIONS

Names of candidates from a continuous recruitment examination will be inter-filed on the continuing eligible list in rank order regardless of the date on which they took the test. A department/agency/municipality reserves the right to terminate the continuous recruitment program.

ELIGIBLE LISTS

Eligible Lists will be ranked in the order of final rating, and will be established for a minimum of one year to a maximum of four years unless exhausted prior to that date. Established Eligible Lists may be extended by the Personnel Officer not to exceed four years.

NOTE TO CANDIDATES

Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. The use of cellular phones, smart watches, Fit Bits, Beepers, Headphones or other communication devices; devices with typewriter keyboards, 'spell-checkers', 'personal digital assistant', 'address books', 'language translators', 'dictionaries' and any similar devices are strictly prohibited. Books or other reference materials are also prohibited.

BACKGROUND INVESTIGATIONS, FINGERPRINTS AND FEES

Fingerprinting is sometimes required at the time of appointment. If so, you may be required to pay the processing fee. 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.

EXPANDED SCOPE STATEMENT

Help Desk Technician

DEC #23570-020

T & E Questionnaire Submission Dates: September 1, 2024 to September 30, 2024

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

Microcomputer Repair