



# Department of Human Resources & Civil Service

## Open Competitive Training & Experience Exam Announcement

Please Post Conspicuously

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### CSA-0501-24 Computer Support Assistant

Examination Date: **May 1, 2024** – This exam will be administered online. All candidates who meet the minimum qualifications will be sent further details on this date.

Application Deadline: **March 28, 2024** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date.

Who May Apply: **Qualified applicants**

Salary: **\$18.00 - \$24.50 hourly (BOCES #1)**  
**\$18.38 hourly (Churchville-Chili Central School District)**  
**\$17.45 hourly (Penfield Central School District)**  
**\$18.60 - \$20.30 hourly (Spencerport Central School District)**  
**\$15.00 - \$20.00 hourly (West Irondequoit Central School District)**  
**Varies with other agencies**

Employment Opportunities: The **Spencerport** and **West Irondequoit Central School Districts** each have **one (1)** position currently held by a provisionally appointed employee, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.

The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

#### Minimum Qualifications:

**Candidates must meet the following minimum requirements on or before the date of the written exam:**

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) One (1) year of paid full-time or its part-time equivalent\* experience providing computer support to users including diagnosing software and hardware problems and resolving problems, or training, instructing or providing explanation to users in basic hardware and software methods and principles; OR,
- (B) Successful completion of nine (9) college semester credit hours in a computer science or information technology field; OR,
- (C) Possession of a CompTIA A+ or Microsoft Office Specialist Certification; OR,
- (D) Any equivalent combination of training or experience as defined by the limits of (A), (B), and (C).

#### Special Requirements:

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

\* part-time equivalent experience is as follows:

0-9 hours per week = no credit

210 County Office Building, 39 West Main Street, Rochester, NY 14614-1471

PHONE: (585) 753-1700 WEB SITE: <http://www.monroecounty.gov>

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.

An Equal Opportunity Employer

**Computer Support Assistant, CSA-0501-24**

- 10-19 hours per week = 1/4 (one-quarter) of full-time work
- 20-29 hours per week = 1/2 (one-half) of full-time work
- 30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

**Residency Requirement:**

There is no residency requirement to participate in the examination.

**Description of Duties:**

This is an entry-level computer position responsible for assisting users in the integration of technology. The position provides basic customer support, hardware and software installation, minor troubleshooting, and training to users. Duties may also include setting up and providing customer support for other equipment such as Audio-Visual (AV) equipment including digital cameras, VCR's, televisions, and projectors. The position is the first point of contact for users. Problem solving requiring a higher degree of technical expertise is referred to a higher-level information technology employee. Employees are required to move computers during the performance of duties which could weigh twenty-five (25) to fifty (50) pounds. The employee reports directly to and works under the general supervision of a Network Administrator or other higher-level staff member.

**Scope of Examination:**

The examination will consist of a rated evaluation of training and experience test.

**Rated Evaluation of Training and Experience:**

All candidates who meet the minimum qualifications will be sent a letter directing them to a web-site to complete a questionnaire that asks for specific facts about 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:

- Help Desk
- User Support
- Network Administration
- Microcomputer Repair

This examination is being 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 dealing with the rating of examinations will apply to this examination.

----- **BASIC CIVIL SERVICE INFORMATION** -----

**Applications:**

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

**Candidates must record the Exam Number and Title on the Application.**

**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, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

**Eligible List:**

Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates' scores from the different testing dates may be interfiled. The names of the successful candidates will remain on the eligible list for at least one (1) year to fill present and future vacancies.

**Certifications and Appointments:**

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical

rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

**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.

**Special Requirement for Appointment 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.

**Veteran's Credits:**

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

**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 must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

**Issue Date:** March 8, 2024