



THE MONTGOMERY COUNTY PERSONNEL DEPARTMENT ANNOUNCES AN OPEN
COMPETITIVE EXAMINATION FOR:

COMPUTER SERVICES COORDINATOR

OC #60020-170

Examination Date: March 15, 2025

Last Filing Date: February 7, 2025

Salary: TBD by Agency

Application Fee: \$15.00

(Fee or Waiver must accompany application - see notes below)

The Montgomery County Personnel Department announces an open competitive examination for Computer Services Coordinator. The eligible list resulting from this examination will be used to fill vacancies as they may occur within four years of the establishment of the eligible list unless the Montgomery County Personnel Officer deems another examination necessary. All candidates who meet the open competitive qualifications and wish to participate in this examination are encouraged to file an application.

LOCATION OF POSITIONS: This title exists in the Fulton-Montgomery Community College and school districts under the Montgomery County Civil Service Jurisdiction.

RESIDENCY REQUIREMENT: Candidates must be a legal resident of Montgomery County or a Contiguous County. For School Districts, preference in appointment may be given to school district residents. **Please provide a copy of your driver's license (front and back) with your application to verify residency.**

MINIMUM QUALIFICATIONS:

- A. Bachelors Degree in computer science or closely related field; or
- B. Associate Degree in computer science or closely related field plus six (6) months micro-computer support experience; or
- C. Completion of one (1) year of study in computer science or closely related field (15+credit hours) plus 18 months micro-computer support experience; or
- D. Two and one-half (2 1/2) years experience as a Micro-computer support or Help Desk Technician. Additional formal or specialized training (A+, Microsoft

certificates, etc) in micro-computer systems, applications and networking will be considered; or

- E. An equivalent combination of training and experience as defined by the limits of A, B, C above.

Note: Study in a regionally accredited college or university or one registered by New York State towards a degree in computer science or related field may be substituted for the experience on a year-by-year basis.

[PLEASE INDICATE ALL RELEVANT TRAINING AND EXPERIENCE ON YOUR APPLICATION].

CANDIDATES PLEASE NOTE: It is vital that you submit, with your application, all information, including driver's license (front and back), college transcripts, degrees, or diplomas, necessary to show your qualification for examination. **APPLICATIONS WHICH DO NOT SHOW TRAINING AND/OR EXPERIENCE TO MEET MINIMUM QUALIFICATIONS WILL BE DISAPPROVED, AND WE WILL NOT REFER TO OTHER APPLICATIONS ON FILE FOR ADDITIONAL INFORMATION.**

DISTINGUISHING FEATURES OF THE CLASS: This is a responsible technical position and involves responsibility for coordinating the installation and maintenance and upgrading of computer hardware, developing specialized software packages and providing training and resolving problems on data processing equipment usage. The work is performed under the general supervision of the Director of Information Technology with leeway allowed for the use of independent judgment in carrying out details of the work. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative only)

- Monitor and respond to Help Desk Service requests. Update Help Desk information and report as required;
- Troubleshoot, triage and resolve reported computer hardware and software, printer and network issues;
- Troubleshoot , triage and resolve reported audio Visual equipment issues related to computers, network, computer or network interfaces or computer or network fed display/presentation devices;
- Performs new install, reconfigurations and overall maintenance of assigned computer resources;
- Provide user account and permissions support and maintenance including Citrix client installation and configuration;
- Initiate the ordering, monitor delivery and perform installation, as required, of printer, copied and FAX supplies;
- As directed, assist in the maintenance of all college hardware and software inventories;
- Oversees student aides, as needed;

- Troubleshoot, triage and initiate requests for vendor support of reported cell phone, desk phone and pager issues;
- Provide E-mail User account and permissions support and maintenance;
- Perform website maintenance and updates;
- Provide back-up assistance for the person managing the Network and Server Systems;
- Follow, document and assist in the development of departmental policies and procedures;
- Maintain a level of technical knowledge required to perform job responsibilities;
- Work on special projects and other tasks as assigned by the Director of Information Technology;
- May be called upon to work outside the normal workday window in accordance with the FMCC
- collective bargaining agreement with the E.S.P.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

APPLICATIONS: Please apply online through the Montgomery County Civil Service Portal at <https://montgomery-portal.mycivilservice.com/jobopps>.

Scopes / Subjects of examination: A test designed to evaluate knowledge, skills and /or abilities in the following areas.

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.

Working with office records

These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

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>.

CALCULATOR POLICY: RECOMMENDED

APPLICATION FEE: An application fee of \$15.00 is required for this examination. Either an application fee or a waiver (see waiver instructions below) must accompany your application. Montgomery County accepts cash, a check or money order payable to the Montgomery County Personnel Department please write the examination number(s) on your check or money order. 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.

WAIVER OF EXAMINATION FEE FOR UNEMPLOYED OR PUBLIC ASSISTANCE RECIPIENTS: An exception to the fee requirement will be made only for unemployed heads of households and for persons receiving Supplemental Social Security payments or public assistance. To receive an examination fee waiver, the candidate must meet any one of the following criteria: 1. Individuals who are unemployed and primarily responsible for the support of a household; or 2. Individuals who are eligible for Medicaid, or receiving Supplemental Security Income (SSI) payments; or 3. Individuals

who are receiving Public Assistance in the form of Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance, or are certified eligible for Job Training Partnership Act/Workforce Investment Act programs through a state or local social services agency. An Application Fee Waiver Request and Certification Form must be completed and submitted with the examination application. All claims for application fee waiver are subject to verification. If you can verify eligibility for an application fee waiver, please complete the "Application Fee Waiver" form and submit it with your application. This form can be obtained the Montgomery County Personnel/Civil Service website, or through contacting our office at (518) 853-8368.

PROPER COMPLETION OF APPLICATION: Applications must have the front and back completed. Resumes may be attached, but they do not take the place of the completed application. If a resume becomes removed from the application the qualification portion of the application process will be lost as well, therefore jeopardizing the candidates' chances of being approved for the examination. **ADMISSIONS NOTICE:** Approved applicants will receive an Admissions Notice from our office providing the date, location and time of the examination. This notice will be sent to you via the email that you provided on your exam application. If you have not received your admission notice or an emailed letter stating you do not qualify by the second week before the examination date, please contact the Personnel/Civil Service Office at (518) 853-8368 for information. Montgomery County will not be responsible for the notifications once they have been mailed/emailed. Therefore, it is your responsibility to contact this office if you have not received some form of notification as to your status in regard to taking the examination. No candidates shall be admitted to the examination without an admissions notice.

NYS Department of Civil Service in accordance with Section 23-2 of the Civil Service Law. **SPECIAL ARRANGEMENTS:** Special arrangements may be made if you require a religious accommodation, are a disabled person, or are unable to participate in the examination on the scheduled date due to active military service.

THIS APPLICATION IS PART OF YOUR EXAMINATION: Unless otherwise indicated on this announcement, the candidate shall complete one Application for Examination or Employment form for each examination he/she wishes to take. No copies will be accepted. Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be returned to the applicant for proper completion, or ultimately disapproved for failure to fully complete. All applications shall be filed with the Montgomery County Personnel Department, either by mail or in person: 20 Park Street / PO Box 1500, Fonda, NY 12068 to the attention of Ms. Nicole Yaggle, Personnel Officer. This office reserves the right to reject for lateness, application filed after the advertised filing period. The Montgomery County Personnel Department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

PROMOTIONAL EXAMS: Promotion exams are subject to sections 52(1) and 52(9) of the Civil Service Law.

ANTICIPATED ELIGIBILITY: According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met. If successful on the examination, you will not be certified for appointment until you have submitted acceptable proof of completion of the requirements to the Montgomery County Personnel Officer. It is your responsibility to provide this documentation.

CROSS FILING: If you have applied for any other Civil Service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site. If you have applied for both State and Local government examinations, you must make arrangements to take all your examinations at the State examination center by completing a cross-filer form with the local agency no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each Civil Service Agency for which you have filed for examinations to make arrangements no later than two weeks before the date of the testing date.

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.

VETERANS CREDITS: As no credit may be granted after the establishment of the eligible list, it is important that any applicants claiming additional veterans credits notify our office of your intention to apply for veteran's credits at the time of examination application, or at any time between the dates of the application but prior to the date of the establishment of the resulting eligible list. In order to be granted additional credit, a veteran must first obtain a minimum passing score on the examination. Disabled veterans are entitled to receive an additional 10 points on an open-competitive examination or an additional 5 points on a promotion examination. Non-disabled veterans are entitled to 5 points on an open-competitive examination and 2.5 points on a promotional examination. In order to be eligible for credits as a disabled veteran, the candidate must be certified by the Department of Veterans Affairs as having a service connected disability rated at 10% or more, which was incurred during a time of war. Points are added to earned scores provided they have not been used to secure permanent appointment or promotion previously. Candidates are allowed the option of waiving these credits after completion of the examination if the resulting ranking is sufficiently high without them. Effective January 1, 1998, the State Constitution was

amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits. For more information on applying for or using veterans credits, or for a copy of the application to use veteran's credits, please contact our office at (518) 853-8368.

FILING OF EXAMINATION APPLICATIONS BY MILITARY PERSONNEL/MILITARY MEMBERS: Individuals serving on active duty in the armed forces during the filing period for a civil service examination, or individuals who have been discharged with other than a dishonorable discharge after the filing period for an examination has commenced, must be permitted to file for the examination no later than ten business days before the scheduled date of the examination or the last filing date, whichever is later. If qualified, the person must be provided an opportunity to compete in the examination under terms and conditions deemed appropriate by either the State or Municipal Commission. It may be necessary to schedule the examination for a candidate whose application is approved, on a different, later test date, due to a shortage of test materials or vacancies in a testing schedule. In order for a make-up exam to be administered, the eligible list resulting from the original examination holding would still have to be in existence. Persons eligible for military make-up do not have to wait until discharge from active duty to take the test. Completing the exam at the earliest possible opportunity is advisable. The applicant must make full disclosure in writing of ALL New York State and Municipal Civil Service examinations for which a military make-up exam is being or will be requested. The applicant must be able to sign the Alternate Test Date Affirmation. The applicant must submit to this office, a copy of a military order, DD214 or other official military document that substantiates the applicant's active military service at the time of the examination and any subsequent service. Candidates must request a make-up exam no later than 60 days after release from active duty.

EMERGENCIES: If an emergency prevents you from appearing for the examination, please notify this office no later than 9:00 AM on the Monday following the test date (Tuesday, if Monday is a holiday), providing verifiable documentation of the reason.

ELIGIBLE LISTS: Appointments from an eligible list must be made from the top three candidates willing to accept appointment. The duration of an eligible list may be fixed for a minimum period of one year up to a maximum period of 4 years.

ADDRESS CHANGE: Failure to notify this office of a change of address may result in disqualification for examination or certification for appointment following examination. No attempt will be made to locate candidates who have moved.

ALTERNATE TEST DATE POLICY: Because considerable planning, preparation and expense goes into each examination scheduled by the Personnel Officer, it is expected that candidates exert every effort to appear on the announced examination dates. On

occasion, candidates may have to sacrifice personal commitments to pursue their career goals. On the other hand, the Personnel Officer must also be able to respond to legitimate needs when candidates find that significant personal events preclude their taking written examination when scheduled. The Personnel Officer has determined the following reasons may warrant granting an alternate test date: A death in the immediate family or household within the week preceding the examination; Military commitment; Being a member of a traditional, religious or civil ceremonial party, such as a wedding baptism, bar mitzvah or a member of the immediate family or household of the individual for whom the ceremony is being held; Having a conflicting professional or educational examination. Professional examinations would include those for CPA, ACSW, and the Bar Educational examinations would include SAT, College Boards and Graduate Records; Vacations for which non-refundable down payments were made before the examination announcement was issued; Required court appearances; Medical emergencies involving a hospital confinement or certification from a physician that the candidate is unable to appear for the examination due to a specific medical problem of the candidate or member of the immediate family or household; Emergency weather condition, verified by the local public safety agency, that lead to the closing of specific roads, highways or independent transportation services which prevent a candidate from reaching the test center. Other reasons may be considered on a case-by-case basis.

PROCEDURES FOR REQUESTING ALTERNATE TEST DATE: For situations known prior to when the examination is scheduled for administration, the candidate should notify the Montgomery County Personnel office in writing as soon as possible before the test date. The request should contain a complete explanation of the reason the candidate cannot take the examination as scheduled and be supported by appropriate documents, if available. For emergency situations, the candidate must notify this office no later than Monday (Tuesday if Monday is a holiday) following the Saturday scheduled test date.

LIMITATIONS IN APPLYING ALTERNATE TEST DATE POLICY: Written examinations will not be administered prior to the scheduled date. Alternate test dates generally will be granted no later than the Saturday following the scheduled examination. Taking two civil service tests on the same day is not a basis for an alternate test date for one, as long as both are provided by the New York State Department of Civil Service. Alternate test date candidates must affirm in writing that they have not discussed the examination content with any individual. If the affirmation proves untrue, disqualification will follow.

THE COUNTY OF MONTGOMERY DOES NOT DISCRIMINATE ON THE BASIS OF AGE, RACE, COLOR, RELIGION, GENDER, CREED, NATIONAL ORIGIN, PHYSICAL OR MENTAL DISABILITY, MARITAL STATUS, VETERANS STATUS, DISABLED VETERANS STATUS, OR STATUS AS A MEMBER OF ANY OTHER PROTECTED GROUP OR ACTIVITY IN ALL ASPECTS OF EMPLOYMENT.