

COMPUTER INSTALLATION ASSISTANT (OC)
RC/EL #20140

A \$15 non-refundable application filing fee is required. A check or money order made payable to the Rockland County Commissioner of Finance must accompany the application. Please refer to Supplement A for further information regarding the application filing fee.

Last date to file for Training and Experience is **08/01/2020**

VACANCIES: Several in the Clarkstown Central School District and one each in the Town of Clarkstown, the Town of Ramapo and the Nyack Public Schools. The Clarkstown Central School District, the Nyack Public Schools, and the Town of Ramapo may not be filling the vacancies at this time.

POSITIONS EXIST IN: The Clarkstown Central School District, the Nyack Public Schools, the Town of Clarkstown and the Town of Ramapo.

RESIDENCE REQUIREMENTS: Candidates must be legal residents of Rockland County at the time of examination.

SALARY: The salary is \$53,436.00 annually for a 35-hour-work-week with the Town of Clarkstown. Salary may vary at other locations.

WHAT THE JOB IS LIKE: This is technical and manual work that involves the installation and minor troubleshooting of a variety of data processing equipment in a networked and stand-alone environment such as desktop personal computers, printers and other peripherals. The work may include simple instruction to users on start up and shut down procedures, adjusting monitor brightness, centering desktop, replacing printer toner, etc. Work is performed under the direction of a higher-level computer systems employee. Does related work as required.

MINIMUM QUALIFICATIONS: By the last date to file, you must have: Graduation from high school or possession of an equivalency diploma; and two years of paid work experience which involved the operation of a personal computer in the performance of the work (such as tracking inventory or posting data to defined fields).

SUBJECT OF EXAMINATION:
The examination will consist of two parts: a rated evaluation of training and experience and a qualifying PC-administered test. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered 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:
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:

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|----------------------------------|--------------------------------|
| 1. Help Desk | 4. Data Communications |
| 2. User Support | 5. Microcomputer Repair |
| 3. Network Administration | |

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COMPUTER INSTALLATION ASSISTANT (OC) #20140 (CONTINUED)

QUALIFYING PC-ADMINISTERED TEST:

Only a sufficient number of candidates needed to fill the present vacancies will be nominated to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be nominated to take the qualifying PC-administered test. The qualifying PC-administered test will be designed to test for knowledge, skills and/or abilities in such areas as:

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.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

The 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.

Qualifying Simulation Test of User Support and Training

This test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's 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.

IMPORTANT:

The training and experience questionnaire will be available on the Internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date of this examination. If you do not have Internet access, please contact the Rockland County Department of Personnel at (845) 364-3737 immediately upon receipt of your approval letter. Our office will then make arrangements to have you use one of the Rockland County Department of Personnel computers.