INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES)/ INFORMATIONAL SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES)-TRAINEE (OC)
NYS #66-957 RC/EL #23016

Examination to be held **January 28, 2023**; Last filing date **December 28, 2022**

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. Applications are available at: https://mycivilservice.rocklandgov.com/exams.

1. **If applying online, completed applications must be submitted by 11:59 PM EST on the last filing date.**
2. **If applying by mail, completed applications must be postmarked no later than the last filing date.**

POSITION EXISTS IN: Clarkstown Central School District, North Rockland Central School District and Suffern Central School District.
Some of the agencies/departments listed above may not have vacancies or be filling their vacancies at this time.

A single list will be established as a result of this examination. Information Services Specialist I (Instructional Services) eligibles will have their names certified for appointment before those eligible for Information Services Specialist I (Instructional Services)-Trainee. Candidates who are successful and possess the minimum qualifications for Information Services Specialist I (Instructional Services) will then be certified for appointment as Information Services Specialist I (Instructional Services). Those eligible for Information Services Specialist I (Instructional Services)-Trainee will be certified at the trainee level. Persons appointed at the trainee level will be advanced to Information Services Specialist I (Instructional Services) without further examination upon satisfactory completion of the approved one- to two-year traineeship. Candidates originally placed on the eligible list as a Information Services Specialist I (Instructional Services)-Trainee who acquire the training and experience necessary to meet the minimum qualifications for the Information Services Specialist I (Instructional Services) during the life of the list and who submit a new application may then be certified as an Information Services Specialist I (Instructional Services).
Some of the agencies/departments listed above may not have vacancies or be filling their vacancies at this time.

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

SALARY: The starting salary is \$51,829 annually for a 35-hour workweek with North Rockland Central School District. Salary will be pro-rated for less than full-time positions. Salary may vary in other locations.

WHAT THE JOB IS LIKE:
INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES): This is work which involves interpreting and explaining technical materials, and training and supporting users on a variety of networked computer and electronic equipment. The work usually takes place in a classroom and involves teachers and students. General supervision is received from the department supervisor. Does related work as required.

INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES) TRAINEE: This is on-the job training to acquire the necessary experience-knowledge to qualify at the level of competence required of appointees to the primary job. Generally, the minimum educational qualifications must have been met at the time of appointment. The work and study are performed under close supervision, direction and instruction of a specialist in the job field. Appointments to a trainee position will be to fulfill the experience and/or education requirements called for and will not exceed two (2) years. Appointees who satisfactorily complete their training program and probationary period, and who otherwise qualify, will be approved in the primary title without further examination. Does related work as required.

MINIMUM QUALIFICATIONS:
INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES): By examination date, you must have:
1. An Associate's degree or equivalent college credits beyond high school (a minimum of 60 credits) and one (1) year of post-college experience which involved hands-on application, development or operation of computer programs as a major portion* of the work, which work shall have required independent judgment in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or
2. Graduation from high school or possession of an equivalency diploma, and three (3) years of work experience which involved hands-on application, development or operation of computer programs as a major portion* of the work, which work shall have required independent judgment in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).

NOTE: A Bachelor's degree or higher that included or was supplemented by at least 24 credit hours in computer-related coursework such as management information systems, computer science, information technology or comparable curriculum, shall be deemed fully qualifying.

INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES) TRAINEE: By examination date, you must have:
1. An Associate's degree or equivalent college credits beyond high school (a minimum of 60 credits); or
2. Graduation from high school or possession of an equivalency diploma, and at least one (1) year of work experience which involved hands-on application, development or operation of computer programs as a major portion* of the work, which work shall have required independent judgment in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).

*Major portion of the work means more than 50%.

NOTE: If using college credits to qualify, official college transcripts must be sent directly from the educational institution to the Rockland County Department of Personnel no later than two (2) months after the exam date, March 28, 2023; student transcripts are not acceptable. Your college degree and/or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized by the U.S. Department of Education/U.S. Secretary of Education. If your degree and/or college credit was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. You can write the Rockland County Department of Personnel for a list of acceptable companies who provide this service. **This form is also available on the Rockland County website: www.rocklandgov.com**. You must pay the required evaluation fee.

NOTE: Any outstanding application documentation must be submitted to the Rockland County Department of Personnel no later than two (2) weeks prior to the exam date. Failure to comply with the deadlines set herein may result in the disapproval of your application; disqualification from sitting for the examination; and/or disqualification from a resulting list of eligible candidates. These deadlines are subject to change by the Rockland County Department of Personnel upon notice to a candidate.

SUBJECT OF WRITTEN EXAMINATION:

1. 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.
2. 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.
3. Principals 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.
4. 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.

USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION

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 online at: https://www.cs.ny.gov/testing/testguides.cfm.

Date Issued: 11/23/2022