SYSTEMS SERVICES COORDINATOR (OC)
NYS #61-162 RC/EL #23019

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: Rockland County Department of General Services.
The agency/department 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 $32.87 per hour for a 35-hour workweek with the County of Rockland. Salary will be pro-rated for less than full-time positions.

WHAT THE JOB IS LIKE: This is technical computer support and training work of a moderately complex nature which involves responsibility for coordinating one or more of the computer services (e.g. training, technical support, maintaining desktop computer systems, maintaining e-mail system) for the benefit of users of the various computer systems and programs within an agency. The specific duties performed will depend on the area of assignment. The work is performed under the supervision of a higher-level administrator, and work direction (e.g. lead work) may be provided to other staff members. Does related work as required.

MINIMUM QUALIFICATIONS: By examination date, you must have:
1. An Associate's degree <u>and</u> three (3) years of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; <u>or</u>
2. A Bachelor's degree <u>and</u> one (1) year of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; <u>or</u>
3. A certification in Novell administration or Novell engineering (CNA or CNE) <u>and</u> three (3) years of experience training computer users, or developing, testing and/or maintaining computer systems, network administration and support and/or software or hardware support; <u>or</u>
4. Any equivalent combination of the above training and experience.

NOTE:
Graduation from high school or possession of an equivalency diploma and additional years of the required experience may be substituted for the college degree on a year-for-year basis.

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. <u>Fundamentals of PC Systems</u> – 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. <u>Use and Operation of PC's and Related Peripheral Equipment</u> – 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. <u>Principals of Providing User Support</u> – 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. <u>Training Users of Computers</u> – 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