Rockland County
PERSONNEL

COMPUTER LAB AIDE (OC)
NYS #68-759 RC/EL #24085

Examination to be held **March 23, 2024**; Last filing date **February 12, 2024**

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/examination process. 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: East Ramapo Central School District.

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

SALARY: The starting salary is $30,000 annually for a 35-hour workweek with the East Ramapo Central School District. Salary will be pro-rated for less than full-time positions.

WHAT THE JOB IS LIKE: This position exists in a school district building and computer lab and involves responsibility for performing a variety of non-instructional support tasks to assist students and teachers with computer use and programs. An incumbent functions in a non-instructional capacity to set up labs, observe student performance and adjust programs to fulfill their needs. Computer Lab Aide positions differ from the certificated position of Teaching Assistant in that incumbents of the former shall <u>not</u> perform duties that are instructional or instructionally related such as reinforcement and remediation. This position also involves responsibility for maintaining existing computer systems and applications software in the computer lab and other computers in a school district building. An incumbent may diagnose and resolve user problems related to computer hardware, software, networks and peripheral equipment and refer difficult problems or questions beyond their scope to appropriate resource or individual. The work is performed under general supervision with leeway allowed for the use of independent judgment in carrying out the details of the work. Does related work as required.

When completing the application, your description of experience must specify the dates of your employment, the number of hours worked per week, your title, and the main duties for each. Be specific; vagueness will not be resolved in your favor. Candidates who submit incomplete applications or documentation may be disqualified.

MINIMUM QUALIFICATIONS: By examination date, you must have: Graduation from high school or possession of an equivalency diploma, <u>and</u> one (1) year of work experience that included the use and operation of a personal computer and related peripheral equipment as a major portion of the work.

NOTE: Completion of six (6) credit hours of coursework from a regionally accredited college or university in the field of computer science, information technology, data processing or a closely related field may be substituted for the one year of experience.

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.

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 at rcexams@co.rockland.ny.us no later than two (2) months after the last filing date, April 12, 2024; student transcripts are not acceptable. Failure to comply with the deadlines set herein may result in the disapproval of your application and/or disqualification from a resulting list of eligible candidates. 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. Candidates are responsible for any required evaluation fees. General Information Concerning Evaluation of Foreign Education and Training, including a list of acceptable companies who provide this service, is available here: https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms.

SEE NEXT PAGE

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>Principles 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.
5. <u>Working with Office Records</u> – 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**.

<div align="center">

USE OF CALCULATORS IS ALLOWED FOR THIS EXAMINATION

</div>

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: 01/26/2024