

INFORMATION SERVICES ASSISTANT I (OC)
RC/EL #24205010

Last date to file for Training and Experience Rating is: **October 04, 2024**

A \$15 non-refundable application filing fee is required. 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 and electronic payment 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 accompanied by a check or money order made payable to the Rockland County Commissioner of Finance.

POSITION EXISTS IN: Finkelstein Memorial Library, Haverstraw King's Daughters Library, Pearl River Public Library, East Ramapo Central School District and Town of Ramapo.

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 the States of New York, New Jersey or Connecticut at the time of application submission for the examination.

SALARY: The starting salary is \$51,199 annually for a 35-hour workweek with Finkelstein Memorial Library. Salary will be pro-rated for less than full-time positions. Salary may vary in other locations.

WHAT THE JOB IS LIKE: This is entry-level computer support work that involves responsibility for assisting computer users in solving basic computer system problems. Incumbents may also provide users with one-on-one training or assist other instructors in training classes. The work is performed under the direction of a higher-level administrator. 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: At the time of application submission, you must have: Graduation from high school or possession of an equivalency diploma and:

1. One (1) year of experience that involved computer software support (defined as diagnosing/troubleshooting computer problems relating to software packages, basic hardware issues, security and password problems) as a major function of the work*; or
2. Twelve (12) college credits in Computer Science, Information Technology, Management Information Services or comparable curriculum.

*Major function of the work is defined as 50% or more of the day-to-day work experience.

TRANSCRIPTS: 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 ten (10) days after the last filing date, October 14, 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. Information concerning evaluation of foreign education and training, is available here:

<https://rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms>.

ALL OUTSTANDING APPLICATION DOCUMENTATION: Must be submitted to the Rockland County Department of Personnel no later than ten (10) days after the last filing 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.

SEE NEXT PAGE

INFORMATION SERVICES ASSISTANT I (OC) #24205010 (CONTINUED)

SUBJECT OF EXAMINATION:

There will be no written or oral test for these examinations. Your examination score will be based on an evaluation of your training and experience. To have your training and experience evaluated, you must submit the appropriate Training and Experience (T&E) Questionnaire(s) by 11:59 PM EST, November 30, 2024. The Questionnaire(s) will be available November 1, 2024.

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:

- 1. Help Desk
- 2. Telecommunications

IMPORTANT: If your application is approved, instructions for completing the training and experience questionnaire will be sent to you after the last filing date of this examination. The training and experience questionnaire will be available on the Internet, for your completion between **November 1, 2024** and **November 30, 2024**. 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.

NOTE: Candidates will not be able to claim any credit for training or experience gained after the application filing deadline of October 04, 2024.

Candidates who fail to submit a questionnaire by 11:59 PM EST, **November 30, 2024**, will not receive a rating.

Date Issued: 09/10/2024