Rockland County
PERSONNEL

COMPUTER INSTALLATION ASSISTANT (OC)
NYS #60000970 RC/EL #25025010

Examination to be held **March 15, 2025**; Last filing date **February 11, 2025**

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: Rockland BOCES, East Ramapo Central School District and Town of Clarkstown.
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 $55,265 annually for a 35-hour workweek with Rockland BOCES. Salary will be pro-rated for less than full-time positions. Salary may vary in other locations.

WHAT THE JOB IS LIKE: This is technical work that involves assisting in the installation, configuration, minor repair and troubleshooting of computer hardware and software. The work is performed under the direction of a higher-level computer systems employee. 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 troubleshooting, repairing or installing computers or peripheral equipment as a major function of the work*; or
2. Twelve (12) college credits in Computer Science, Information Technology, Management Information Systems or comparable curriculum.

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

Education Requirements/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; student transcripts are not acceptable. Educational requirements must be met within twelve (12) months from the date of the examination. **Candidates will be required to provide proof of qualifying education within 12 months of exam date in order to be eligible for appointment from a certified list.** You will be restricted from a resulting eligible list until such time as transcripts have been received and reviewed for a determination to confirm whether minimum qualifications have been met. 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://www.rocklandcountyny.gov/departments/personnel/applicant-candidate-resources-forms.

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ALL 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. Principles 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.

USE OF CALCULATORS IS RECOMMENDED 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.

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Date Issued: 01/17/2025