



ITS TECHNICIAN (OC)
NYS #24033010 RC/EL #25152010

Last date to file for Training and Experience Rating is **June 6, 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://www.rocklandcountyny.gov/departments/personnel/for-job-seekers/applicant-candidate-resources-forms>

- 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 EXIST IN: Rockland County Department of Social Services.

RESIDENCE REQUIREMENT: 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 \$37.36 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 work involving responsibility for providing general computer system support and for assisting staff in resolving basic computer software problems specific to a department or agency. The duties would depend on the area of assignment. The work is performed under the general supervision of a department manager or 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: A Bachelor's degree or higher in Computer Science, Management Information Systems, Data Processing, Information Technology, or comparable degree and two (2) years of technical experience in data processing, systems administration and/or development, systems analysis or related field.

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

SPECIAL REQUIREMENT: Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI Policy posted on the Rockland County Department of Social Services website for further information.

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**; 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>

ANTICIPATED ELIGIBILITY - AGE AND EDUCATIONAL REQUIREMENTS:

According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met. Candidates will be required to provide proof of qualifying age and/or education within 12 months of exam date in order to be eligible for appointment from a certified list.

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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.

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, July 31, 2025. The Questionnaire(s) will be available July 1, 2025.

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. **User Support**
- 3. **Data Communications**
- 4. **Telecommunications**
- 5. **Business/Systems Analysis**
- 6. **Microcomputer Repair**

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 **July 1, 2025** and **July 31, 2025**. 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 June 5, 2025.

Candidates who fail to submit a questionnaire by 11:59 PM EST, **July 31, 2025**, will not receive a rating.

Civil Service is an Equal Opportunity/Affirmative Action Employer

Date Issued: 05/06/2025