

INFORMATION SERVICES AND AUDIO VISUAL SPECIALIST (OC)
RC/EL #18019

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.

EXAMINATION DATES
Selected Dates in March 2018

LAST FILING DATE
February 1, 2018

VACANCIES: One each in the North Rockland Central School District and the Nyack Public Schools. The Nyack Public Schools may not be filling the position at this time.

POSITIONS EXIST IN: The North Rockland Central School District and the Nyack Public Schools.

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

SALARY: The starting salary is \$ 67,927.00 annually for a 35-hour-work-week with the North Rockland Central School District. Salary may vary in other location.

WHAT THE JOB IS LIKE: This is technical work involving the performance of specialized computer services and software support duties including, but not limited to, installation and troubleshooting of a variety of equipment and software including specialized audio visual equipment, in a networked or stand-alone environment. The incumbent will also be responsible for maintaining, upgrading and repairing equipment and providing end user training and technical support. The work is performed under the general supervision of a higher level computer systems employee or an administrator. Does related work as required.

MINIMUM QUALIFICATIONS: By the last date to file, you must have:

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems, Audio Visual, Media Studies, Communication Arts or related field and two years of paid work experience diagnosing/troubleshooting of computer problems relating to software packages and basic hardware issues, one of which involved the set up and support of audio-visual equipment; or
2. Possession of an Associate's degree in Computer Science, Management Information Systems, Audio Visual, Media Studies, Communication Arts or related field and four years of paid work experience diagnosing/troubleshooting of computer problems relating to software packages and basic hardware issues, one of which involved the set up and support of audio-visual equipment; or
3. Graduation from high school or possession of an equivalency diploma and six years of paid work experience diagnosing/troubleshooting of computer problems relating to software packages and basic hardware issues, one of which involved the set up and support of audio-visual equipment.

SPECIAL REQUIREMENTS: Possession of a valid driver's license or accessibility to transportation to meet fieldwork requirements in a timely and efficient manner.

SUBJECT OF EXAMINATION:

The examination will consist of two parts: a rated evaluation of training and experience to be conducted on the Internet and a qualifying PC-administered test. You must pass the evaluation of training and experience in order to take the qualifying PC-administered test. You must pass both tests in order to be considered for appointment. Only your rating on the evaluation of training and experience will be considered when computing final scores.

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. **Computer Programming**
2. **Help Desk**
3. **User Support**
4. **Network Administration**
5. **Data Communications**
6. **Business/Systems Analysis**
7. **Website Development**
8. **Microcomputer Repair**

SEE NEXT PAGE

INFORMATION SERVICES AND AUDIO VISUAL SPECIALIST (OC) #18019 (CONTINUED)

IMPORTANT:

The training and experience questionnaire will be available on the Internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date for this examination. 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.

QUALIFYING PC-ADMINISTERED TEST:

Only a sufficient number of candidates needed to fill the present vacancies will be called to take part in this qualifying portion of the examination. As additional vacancies occur, other candidates who were successful on the written portion of the examination will be invited to take the qualifying PC-administered test. The qualifying PC-administered written test will be designed to test for knowledge, skills and/or abilities in such areas as:

Qualifying Multiple-Choice Test of Logical Reasoning and Interpreting Instructions for Computer-Related Positions

These questions test for ability to reason logically and interpret instructions in a computer-related context. They cover verbal and quantitative reasoning, flowchart interpretation and applying written directions. The verbal and quantitative reasoning questions include logical implications (e.g., if A and B, then C) and relations (e.g., greater than). Knowledge of addition, subtraction, multiplication and division is necessary, but neither mathematical sophistication nor computational speed is needed. The flowchart interpretation questions require prior knowledge of flowchart conventions. The interpreting instructions questions provide the instructions and specific rules for applying them. All the information needed to answer the questions is presented with the questions.

Qualifying Simulation Test on Working Effectively with Others to Solve Job-Related Problems

This test requires candidates to assume the role of a staff member in an Information Technology work group who is working with colleagues during a time of change in policy or procedure, in a particular agency. During the test, candidates will be required to deal with obstacles within the working environment, which includes peer relations and the demands of handling multiple tasks. Candidates will be required to demonstrate the ability to be flexible, creative and persistent as a team player. They will also need to demonstrate the ability to cooperate, show initiative, and establish positive working relationships with peers and administrators.

Qualifying Simulation Test of User Support and Training

The test requires candidates to assume the role of a staff member in a Help Desk support unit. Candidates will be presented with a user's problem. During the course of handling the problem, candidates will be required to: demonstrate communication skills, apply troubleshooting practices and tools, determine the appropriate level of training needed by the user, and educate the user on the proper use of computers.

Date Issued: 12/6/17