

CONTINUOUS RECRUITMENT

OPEN COMPETITIVE EXAMINATION FOR SYSTEMS TRAINING ASSISTANT

Exam Number: 13454

**Examination will be held on an as needed basis
Applications Accepted Continuously**

***Processing Fee:** Fifteen dollar **(\$15.00)** non-refundable check or money order is required for each separately numbered examination for which you apply. The required processing fee must accompany your examination application. **Only checks or money orders payable to the Broome County Commissioner of Finance will be accepted.** Please be sure to include applicant's name, social security number and examination number on your check or money order. A check returned for insufficient funds may disqualify your application and result in further action and/or service charges.

If your application is disapproved, the fee will not be refunded. Compare your qualifications carefully with the requirements specified on this announcement and file only for those examinations for which you are clearly qualified. Be specific when completing the application; include all pertinent information including credit hours if applicable. Work experience must be paid unless otherwise specified. Part-time experience will be prorated. **FAXED APPLICATIONS WILL NOT BE ACCEPTED.**

***Only applications which are post-marked on or before the last date to file will be accepted. All interdepartmental mail must be received by the close of business on the last date to file.**

Admission notices will be mailed to all approved candidates approximately 8 days before the examination. If you do not receive your card by the Tuesday before the examination, please call 778-2185.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application. Fee waiver forms are available at the Broome County Department of Personnel, the Department of Social Services or on line at www.gobroomecounty.com.**

MINIMUM SALARY
\$30,128-\$34,346

VACANCIES
Anticipated

LOCATION OF WORK
BOCES

Eligible list: The eligible list established as a result of this examination will be used to fill vacancies as they occur in all Broome County Departments, towns, villages, school districts and special districts under Broome County jurisdiction. Whenever an open competitive exam is held, the Department of Personnel may also choose to hold a promotional exam for the same title.

Residency: There are no residency requirements for this examination. However, preference in appointment may be given to successful candidates who, at the time of examination, are legal residents of the locality in which appointment is to be made.

DUTIES: The work involves responsibility for instructing and reinforcing knowledge of a variety of "on line" and /or P.C. based applications used in educational computer services environment. The employee instructs designated clerical, instructional and administrative personnel within the school districts in the use and capabilities of a program package in areas such as financial services, student testing and evaluation, student services and computer assisted instruction. Instruction is given in the basics of keyboard operation, in a step by step procedure to receive the desired goals within the particular application. Leeway is given within the instructional aspect of work, allowing the employee to mold the necessary training to the specific areas of the employee and/or districts. It requires that the employees who are application users for the purpose of reinforcing their knowledge of the program and correcting identified errors. Supervision is not exercised in this position. Assignments are received verbally and in writing from the employee's supervisor and work is reviewed by submission of activity reports and the familiarity of instruction in the use and operation of the computer application. Does related work as required.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelors' degree or higher and one year experience in staff administration or;
- B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates' degree or higher and three years experience supporting computer applications software* included or supplemented

by one year of staff administration** or

- C) Graduation from high school or possession of an equivalency diploma and five years experience supporting computer applications software* including or supplemented by one year of staff administration.

Applications Software

Applications Software (also called *end-user programs*) includes [database](#) programs, [word processors](#), and [spreadsheets](#).

Staff Administration Experience - Incumbents perform functions in a support role to higher level administrators. This could involve office management; participation in budget preparation and monitoring; personnel; administrative analysis, including involvement in the development and/or review of department-wide practices and procedures; evaluating departmental operations; participation in planning, management activities; purchasing; public relations; and other similar functions. In contrast "line functions involve the delivery of services or the day-to-day operations of a department.

SUBJECT OF EXAMINATION: The examination will consist of two parts: a rated evaluation of training and experience 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:

Computer Programming

Business/Systems Analysis

Qualifying Tests:

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 test scores may be banked and applied to future examinations for titles that require the same test plan.

NOTE: The Broome County Department of Personnel and Civil Service reserve the right to give the qualifying PC-administered test to only as many candidates as are needed to fill current vacancies.

Rating: This written examination is being prepared and rated by the New York State Department of Civil Service, in accordance with Section 23-2 of the Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this written test.

Religious accommodation/handicapped candidates/military personnel: If special arrangements for testing are required, indicate this on your application form.

Military Personnel: If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a make-up examination. Requests must be received no later than 60 days after leaving active service in most cases. Please contact the Broome County Department of Personnel for more information.

Special Requirement for Appointment in School Districts and BOCES

Per Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Background Investigation: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Children of Firefighters and Police Officers killed in the line of duty: "In conformance with section 85-A of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform the Department of Personnel of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established."

General Information/Instructions: A copy of the general instructions may be obtained upon request to the Broome County Department of Personnel or from our website at www.gobroomecounty.com.

CR Training and Experience form-1/08
Date of issue: 2/09
Systems Training Assistant-OC