BROOME COUNTY DEPARTMENT OF PERSONNEL
THIRD FLOOR, COUNTY OFFICE BUILDING, GOVERNMENTAL PLAZA
60 HAWLEY STREET, PO BOX 1766
BINGHAMTON, NEW YORK 13902
AN EQUAL OPPORTUNITY EMPLOYER

CONTINUOUS RECRUITMENT

OPEN COMPETITIVE EXAMINATION FOR

Software Support Specialist

Exam Number: 19776

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

***Processing Fee:** Twenty dollar **($20.00)** 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 Office of Management and Budget will be accepted.** Please be sure to include applicant's name 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.**

Admission notices will be mailed to all approved candidates.

It is the responsibility of the candidate to notify the Broome County Department of Personnel of any change in name or address. No attempt will be made to locate candidates who have moved. The candidate change of information form is available at www.gobroomecounty.com/personnel/forms.

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	VACANCIES	LOCATION OF WORK
$33,945 – 38,697	Anticipated	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. The eligible list resulting from this examination may be used for appointment to other titles deemed to be similar and appropriate. The names of the candidates who pass this examination are ranked and interfiled according to their grade.

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. For appointment within Broome County departments, preference **will** be given to candidates who are residents of Broome County at the time of examination except as stated in Resolution 07-84.

DUTIES: This position has responsibility for responding to support requests for a variety of software applications used in the educational services environment, including but not limited to student management, special education, cafeteria, financial and productivity. The incumbent provides application and maintenance support, as well as investigating and resolving application errors and data discrepancies. The incumbent may also provide training and instruction to assist the user and reinforce knowledge of the software application. Assignments are received verbally and in writing from the employee's supervisor and work is assigned and reviewed via the IT Service Management application (Service-Now). Supervision is not a responsibility of this position. Does related work a required.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree or higher and two (2) years of experience providing customer service and support directly to users of technology hardware and/or software programs; OR

B) Graduation from high school or possession of an equivalency diplomas and four (4) years of experience providing customer service and support directly to users of technology hardware and/or software systems.

Retesting:
Once you have taken the exam you will not be permitted to participate in the same examination for a period of (6) months.

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

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 parts 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:

Help Desk

User Support

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 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 users 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.

_____
Qualifying test scores may be banked and applied to future examinations for titles that require the same test plan.
Waiver Policy:
"If a candidate has previously passed an IT Qualifying Test prepared by the New York State Department of Civil Service and using the same test plan as announced, the qualifying test may be waived. A candidate requesting such a waiver must submit verifiable evidence of passing the qualifying test., including the name of the Civil Service agency that administered the test and the test date."

IMPORTANT: The training and experience questionnaire will be conducted on the internet. Instructions for completing this questionnaire will be sent to approved candidates. If you do not have internet access, a paper copy of the questionnaire may be requested from this office.

Candidates must bring their picture ID and two sharpened #2 pencils to the examination. Candidates are permitted to use quiet, hand-held solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited.

Successful candidates will have their names placed on the eligible list in order to their score, regardless of the date on which they take the test. The rank of eligible's changes when new eligibles are added to the existing list. An eligible's name will remain in effect for one year from the date he/she appears on the list.

TERMINATION OF PROGRAM: The Personnel Officer reserves the right to terminate this special recruitment program at any time and re-establish a program of periodic testing for this title.

Note: The Broome County Department of Personnel and Civil Service reserves 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 test.

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.

Veteran's Information
Veterans or disabled veterans who want to apply for the credits, must submit an **Application for Veteran's Credits.** Candidates who served during creditable years and indicate on their application that they wish to claim Veteran's Credits, but have not submitted the form with their application will be sent the Application for Veteran's Credits and a **Veteran's Information Sheet.** To claim credit, the completed forms must be submitted prior to the establishment of the eligible list.

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.

Continuous recruitment IT form -2013
Issued: 2019
Software Support Specialist-OC