



Livingston County

## Computer Services Assistant (Examination Date 3/15/2025)

<b>LOCATION</b>	Varies	<b>JOB TYPE</b>	Varies
<b>JOB NUMBER</b>	OC #60011990	<b>DEPARTMENT</b>	Civil Service
<b>OPENING DATE</b>	01/14/2025	<b>CLOSING DATE</b>	2/13/2025 4:00 PM Eastern

### Description

**LAST EXAM APPLICATION FILING DATE: THURSDAY, FEBRUARY 13, 2025 at 4:00 PM**

**EXAMINATION DATE: SATURDAY, MARCH 15, 2025**

#### **EXAM FEE:**

- **Livingston County Residents:** The exam fee will be waived for current legal residents of Livingston County.
- **Military Veterans:** The exam fee will be waived for any Military Veteran who submits a copy of their DD214 Member form.
- **Non Livingston County Residents: The exam fee is \$10.00.**
  - This must be paid by cash, money order, certified check, cashier's check or fee waiver. No other forms of payment will be accepted.
  - All exam fees must be delivered or mailed to Livingston County Human Resources Department, 6 Court Street, Room 206, Geneseo, New York 14454.
  - Fee due by the last filing date, Thursday, February 13 at 4:00 PM.
  - Late fees and fees in unacceptable payment forms will NOT be accepted.
  - The fee is non-refundable.
  - **YOUR APPLICATION WILL NOT BE REVIEWED WITHOUT A FEE.**

**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. To request a fee waiver, complete a "Request for Application Fee Waiver and Certification" form and submit it with your application by the close of business on the application deadline as listed on this announcement. Application waiver forms are available at the Livingston County Human Resources Department or on our website at <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>.

#### **APPLICATION PROCESS:**

Online applications can be submitted using the "Apply" button for this exam announcement.

This exam announcement can be found at: <https://www.governmentjobs.com/careers/livingstoncounty/transferjobs>

Paper applications are no longer accepted.

**POSITION INFORMATION:**

**LOCATION:** Varies.

**SALARY:** Varies.

**DUTIES:** The work involves responsibility for providing technical support services including the installation and maintenance of computer hardware, software and related peripheral equipment. An incumbent in this position is responsible for the installation of internal and external personal computer and network hardware. This position is also responsible for analyzing and resolving personal computer and network hardware and software problems. Work is performed under general direction with wide leeway allowed for the exercise of independent judgment in planning and carrying out the details of the work. Work may be performed in the office and in the field. Supervision over the work of others is not a responsibility of employees in this class. A Computer Services Assistant does related work as assigned.

**Typical Qualifications**

**RESIDENCY:** Candidates must have been legal residents of the following jurisdiction(s) for at least four months immediately preceding the date of the written test:

- Livingston County, or
- One of the following Counties: Allegany, Genesee, Monroe, Ontario, Steuben or Wyoming

**Applicants must meet all requirements for one of the following qualification options in order to be approved for examination and/or appointment:**

Qualification Option #	1	2
<b>Training/Education</b>	<ul style="list-style-type: none"><li>• Possession of an Associate’s degree<sup>[1],[2]</sup> in Computer Science, Electronic Data Processing or a closely related field.</li></ul>	<ul style="list-style-type: none"><li>• Possession of a high school diploma or equivalency diploma.</li></ul>
<b>General experience</b>	<ul style="list-style-type: none"><li>• One year of full-time experience in the operation of computers and peripheral equipment.</li></ul>	<ul style="list-style-type: none"><li>• Three years of full-time experience in the operation of computers and peripheral equipment.</li></ul>
<b>Supervisory experience</b>	<ul style="list-style-type: none"><li>• None required.</li></ul>	
<b>License/ Certification</b>	<ul style="list-style-type: none"><li>• See Special Qualifications below.</li></ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"><li>• None required.</li></ul>	

Part-time experience will be given prorated credit toward experience requirements.

**SPECIAL QUALIFICATIONS, IF REQUIRED BY APPOINTING AUTHORITY:**

1. An appropriate driver’s license must be maintained throughout employment.
2. A driving record evidencing safe and responsible vehicle operation is required.
3. Must authorize and execute any necessary releases to enable the appointing authority to verify licensure and driving history involving violations and/or crimes

[1] Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

[2] A higher degree is also acceptable.

**EDUCATIONAL DEGREE:** If an educational degree is a minimum qualification for this title, you may be approved to take the examination if you are within 12 months of attaining the educational degree. In order to be conditionally approved, you will need to clearly indicate on your application for examination the degree you expect to receive and the date on which you expect to receive it. If your application is conditionally approved, you will be issued an admission letter and will be permitted to take the examination on the scheduled date. You must provide to the Livingston County Human Resources Department proof of your receipt of the required educational degree. You will be restricted from certification for permanent appointment until such time that the educational requirement is met. Exam fees will not be refunded.

## Supplemental Information

**EXAM SUBJECTS:** The exam is a test designed to evaluate knowledge, skills and/or abilities in the following areas:

**Preparing Written Material:** These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

**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.

**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.

**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.

**EXAM SCORE:** Successful candidates will have their names placed on the eligible list in the order of final scores. The names of qualified candidates will remain on the eligible list for the length of the eligible list unless the candidate is appointed from the list or declines appointment from the list.

**ADMISSION NOTICE:** All applications will be reviewed as they are received. If additional information is needed to process your application, you will be notified by e-mail and given an opportunity to submit additional information to support your application prior to the last filing date. If your application is approved, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice three days before the date of the exam, call the Livingston County Human Resources Department.

**PERMISSIBLE TOOLS/EQUIPMENT FOR USE DURING WRITTEN EXAM:** Unless otherwise notified, candidates are permitted to use quiet, hand-held solar or battery operated calculators. Devices with typewriter keyboards, such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries, phones and any similar devices are not permitted. You may not bring books or other reference materials into the exam room. Any phones that are brought into the exam room must be out of sight and silenced for the duration of the exam. Candidates may not use such phones in any way during the exam.

**EXAM 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 apply to this written test.

**EXAM 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 on line at: <https://www.cs.ny.gov/testing/testguides.cfm>. Candidates not having access to a computer or the internet may request copy of the test guide from the Livingston County Human Resources Department. If you wish to order a guide by mail, send your request with a self-addressed stamped envelope to the Livingston County Government Center, Human Resources Department, 6 Court St., Geneseo, NY 14454-1043.

**TAKING MULTIPLE EXAMS:** Persons also applying for examinations offered by another Civil Service agency within New York which are held on the same date must complete a cross filer form, available from the Livingston County Human Resources Department or on our website at <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>.

Arrangements must be made to take all examinations at one test site. Unless this form is filed with the Livingston County Human Resources Department at least three weeks prior to the exam date, we cannot ensure that such arrangements will be made. Candidates taking multiple exams on the same date with Livingston County do not have to file a cross-filer form.

Candidates taking more than one exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight hours. Example: candidates taking one exam which allows six hours and another exam in a different series which allows four hours, you must complete both tests in eight hours, but you can spend no more time on each exam than the time allotted for that exam.

**VETERANS CREDITS:** Additional credits are available to veterans who meet certain established requirements. Veterans who have not used their credits may make application for their use. The Veterans Credits application form is available at the Human Resources Department or on our website at <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>. Applications for veterans credits must be accompanied by a copy of the candidate's DD214 Member 4 form. No credit may be added after the eligible list has been established.

**CHILDREN OF FIRE FIGHTERS 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 exam for original appointment in the same municipality in which his or her parent served. If you are qualified to participate in this exam and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office 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. No credit may be added after the eligible list has been established.

**DISABILITY ACCOMMODATIONS:** Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated. To request accommodation, candidates must complete a Livingston County Civil Service Exam Accommodation Request form and submit it to the Livingston County Human Resources Department at least two weeks prior to the date of the exam. Forms may be obtained from the Human Resources Department or on our website at <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>.

**RELIGIOUS OBSERVER ACCOMMODATIONS:** If you need an alternate test date because you are a Religious Observer (for religious reasons, cannot be tested on date of examination(s)), you must provide written notice of your need to the Livingston County Human Resources Department by the application deadline. Such notice must include: (1) the exam title, (2) the exam number, and (3) the reason(s) why you cannot take the exam on the scheduled date. The request must be supported by documentation regarding your need.

**ACTIVE MILITARY MEMBERS:** Special testing arrangements may be available to applicants who are active military members. For further information contact the Livingston County Human Resources Department before submitting an application.

**ALTERNATE TEST DATE:** Under very limited circumstances, a candidate may be allowed to take an exam on an alternate test date. If you cannot take the exam on the scheduled date, please consult the Livingston County Alternate Test Date Policy which may be viewed on the Human Resources Office page of the Livingston County website <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>. In general a request is due to the Human Resources Department two weeks before the examination date. Requests that are not made in a timely manner will

be disapproved.

**CANDIDATE NAME, EMAIL, AND ADDRESS CHANGES:** It is the responsibility of the candidate to notify Livingston County Civil Service of any changes of name, email and/or address. NO attempt will be made to locate candidates who have moved. The form can be found on our website at <https://livingstoncountyny.gov/539/Employment-Application-and-other-Forms>.

**EQUAL EMPLOYMENT OPPORTUNITY:** Livingston County is an Equal Opportunity Employer. Discrimination on the basis of a protected classification is prohibited with respect to all aspects of employment. Protected classifications include: race, color, sex, sexual orientation, religion, age, national origin, marital status, disability, veteran status, genetic information, domestic violence victim status, gender identity and gender expression, or for any other reason prohibited by law.

**PUBLIC EMPLOYERS UNDER LIVINGSTON COUNTY'S CIVIL SERVICE JURISDICTION:** The following public employers are under Livingston County's Civil Service jurisdiction and use Livingston County's eligible lists to fill competitive class positions:

County: Livingston.

Libraries: Bell Memorial Library, Dansville Public Library, Wadsworth Public Library.

Villages: Avon, Caledonia, Dansville, Geneseo, Leicester, Lima, Livonia, Mt. Morris, Nunda.

Towns: Avon, Caledonia, Conesus, Geneseo, Groveland, Leicester, Lima, Livonia, Mt. Morris, N. Dansville, Nunda, Ossian, Portage, Sparta, Springwater, West Sparta, York.

Schools: Avon, Caledonia-Mumford, Dansville, Geneseo, Keshequa, Livonia, Mt. Morris, Wayland-Cohocton, York.

Special Districts: Genesee Valley BOCES, Livingston County Water and Sewer Authority.

**FURTHER INFORMATION:** Contact the Human Resources Department or visit the County's website at:

Livingston County Human Resources Department

6 Court St., Room 206

Geneseo, NY 14454

(585) 243-7570

Livingston County website, Human Resources Dept. page

<https://livingstoncountyny.gov/207/Human-Resources>

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**Agency**

Livingston County

**Address**

6 Court Street, Room 206

Geneseo, New York, 14454

**Phone**

585-243-7570

**Website**

<https://www.livingstoncounty.us/>