

MUNICIPAL CIVIL SERVICE COMMISSION, BINGHAMTON, NEW YORK

**EXAMINATION FOR
No. 67-110 Hardware/Software Technician
CITY OF BINGHAMTON**

An **Open Competitive** decentralized examination for the position of **Hardware/Software Technician** will be held for the City of Binghamton. The examination date will be determined upon the candidates' completion of the training and experience online exam.

Posted: 9/28/18

MINIMUM SALARY: \$40,000 - \$43,169 per year

A fee of **\$10.00, check or money order only**, is required for each examination for which you apply. The required fee must accompany your application(s). Applicants should make their checks or money orders payable to the **City of Binghamton** and write the examination number(s) on the memo line. As **no refund** will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are: unemployed and primarily responsible for the support of a household; 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 by the close of business on the application deadline as listed on the examination announcement. Such claims are subject to later verification and if not supported by appropriate documentation, are grounds for barring appointment.**

APPLICATION DEADLINE: Applications and fee waivers may be obtained at the office of the Municipal Civil Service Commission, 4th floor of City Hall, or online at www.binghamton-ny.gov. Applications must be filed at said office on or before **Thursday, October 25, 2018 at 5 P.M.** An application for examination must be filed during the filing period listed on this announcement.

RESIDENCY REQUIREMENTS: Candidates must have been legal residents of Broome County for at least one month immediately preceding the examination date. Preference may be given to City of Binghamton residents.

RESIDENCY REQUIREMENTS FOR APPOINTMENT: Successful candidates must be legal residents of the city of Binghamton at time of appointment, in accordance with the Charter of the City of Binghamton.

CANDIDATES MUST MEET THE FOLLOWING REQUIREMENTS ON OR BEFORE THE DATE OF THE WRITTEN EXAMINATION.

MINIMUM QUALIFICATIONS: Either:

- a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and one year experience installing software and troubleshooting both hardware and software; or
- b) Three years experience as indicated above; or
- c) An equivalent combination of training and experience as indicated within the limits of (a) and (b).

DUTIES: An employee in this class is responsible for the installation, maintenance and problem resolution for personal computers. The position requires frequent contact with computer users in identification of needs and resolution of hardware and software problems. Additionally, an employee in this class is responsible for providing help-desk support to employees by evaluating, diagnosing and troubleshooting computer problems related to software packages and hardware issues. The work is performed under the general supervision of a higher level supervisor. Does related work as required.

Use of calculators is NOT ALLOWED

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
Help Desk
User Support
Network Administration
Microcomputer Repair

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 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.

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

VETERAN CREDITS: Veterans or disabled Veterans who are eligible for additional credit must submit an application for Veteran's credit with their application for examination; or at any time between the dates of their application for examination and the date of the establishment of the resulting eligible list. Veteran's credits can only be added to a passing score on the examination. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted Veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including Veteran's credits.

MILITARY PERSONNEL: Section 243-b(1): Any member of the armed forces who properly filed an application for a competitive examination within the announced filing period, but was unable to participate in the examination due to active military service, must be provided with a special make-up examination. This applies to veterans covered by Section 242 or 243 of the Military Law, as well as any other applicant who, due to active military service, was prevented from participating in a competitive examination for which he/she timely filed an application.

Section 243-b(2): All members of the armed forces who miss the application deadline for a civil service examination due to active military service are provided with the ability to participate in either the scheduled examination holding or a make-up examination, subject to the policy of the civil service agency administering the examination. Contact the Binghamton Civil Service Office for more information.

Section 243-b(3): Any member of the armed forces who, because of active military duty other than for training purposes, missed the application deadline for a scheduled examination and who returns from such duty prior to the administration of such examination shall be granted a waiver of the application requirement and be allowed to compete in the examination. A candidate who failed to file a timely application due to military duty is not necessarily entitled to be tested on a walk-in basis. Even if the candidate is available on the scheduled test date, he or she may be required to compete according to alternate test date procedures.

Section 243-c: This section covers individuals serving on active duty in the armed forces during the filing period for a civil service examination, or individuals who have been discharged with other than a dishonorable discharge after the filing period has commenced. Such individuals must be permitted to file an application for examination no later than 10 business days before the scheduled examination date, or the last date to file, whichever is later. If qualified, the individual must be provided an opportunity to compete in the examination under terms and conditions deemed appropriate by the state or municipal civil service agency.

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."

RELIGIOUS ACCOMMODATION—INDIVIDUALS WITH DISABILITIES: If special arrangements for testing are required, please indicate this on your application. Most written exams are held on Saturdays. If you cannot take the test on the announced exam date due to a conflict with a religious observance or practice, please indicate this on your application. We will make arrangements for you to take the exam on a different date.

EMERGENCY WEATHER CONDITIONS: Examination will be held unless the Local Public Safety Agency verifies that the closing of specific roads, highways, or independent transportation services will prevent candidates from reaching the exam site.

If candidates have not received a notice to appear for the written exam four days before the date of the exam, they should call the Municipal Civil Service Commission at (607) 772-7008.

Important: A copy of the general instructions may be obtained upon request to the Municipal Civil Service Commission, 4th floor, City Hall. This examination is announced and will be rated in accordance with Section 23-2 of the Civil Service Law. The provisions of the N.Y.S. Civil Service Laws, Rules and Regulations dealing with the rating of the examinations will apply to this written test.

The City of Binghamton is an equal employment opportunity employer with a commitment to work force diversification. All new hires are required to pass a pre-employment drug test as a condition of employment and City residency is required.