Ralph Galanti	Sharon Beres, Secretary	John Kuryak
Commissioner	Daniel Hawrylczak, Chairperson	Commissioner

CITY OF LACKAWANNA

EXAMINATION OPEN TO THE PUBLIC:

MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST

Exam No 88607-010

$10.00 Filing Fee
(NO CASH - Check or Money Order Only)
CHECK PAYABLE TO: CITY OF LACKAWANNA
MEMO: EXAM 88607-010

Open competitive examination, **MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST**, LACKAWANNA CITY SCHOOL DISTRICT

Currently, there is one vacancy for a MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST. The eligible list resulting from this examination will be used to fill any future vacancies that occur in the title of MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST.

MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST   Base Salary: $90,000*
*Salary based on contract in effect on date of hire.

EXAMINATION DATE	LAST DATE FOR FILING APPLICATION
March 15, 2025	**FEBRUARY 11, 2025**

**COMPLETED APPLICATIONS MUST BE <u>POSTMARKED</u> ON OR BEFORE FEBRUARY 11, 2025.
IN-PERSON APPLICATIONS TO BE SUBMITTED IN CITY HALL LOBBY LOCKBOX OR OFFICE BY
CLOSE OF BUSINESS, FEBRUARY 11, 2025 - 4pm EST**

<u>RESIDENCY REQUIREMENT:</u> Candidates must be legal residents of Erie County for at least (4) months immediately preceding the date of examination, and must be legal residents of Erie County at the time of appointment. Preference in appointment may be given to successful candidates who have been legal residents of the City of Lackawanna for at least (4) months immediately preceding the examination date and are residents of the City of Lackawanna at the time of appointment.

<u>MINIMUM QUALIFICATIONS:</u>
1. A Bachelor's degree and two years of experience in computer programming, which includes at least one year of experience in programming and/or maintenance of vendor supplied operating systems; or

2. An Associate's degree in Data Processing, Computer Science, Business Administration or related field and four years of data Processing experience, two years of which included computer programming, and at least one year of experience in programming and/or maintenance of vendor supplied operating software; or

3. Graduation from high school or possession of a high school equivalency diploma and six years of data processing experience; two years of which included computer programming, and at least one year of experience in programming and/or maintenance of vendor supplied operating software; or

4. An equivalent combination of training and experience as defined by the limits of (1), (2), and (3).

Note: 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.

SPECIAL REQUIREMENTS:

1. Candidates must possess a valid New York State Driver's license (Operator) at time of appointment and must maintain it throughout employment.

2. Per Chapter 180 of the Laws of 2000, and by 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.

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for the design, development, installation, implementation, support, and/or maintenance of computer software applications and operating systems. The MTSS provides on-going maintenance and support of local area networks, computers, and peripheral equipment. The work is performed in agreement with school district policies and procedures under the direct supervision of the Principal of Technology, CIO, & Data Privacy, with the ability to exercise independent judgment. This position does not supervise any staff, but rather guides and trains staff on technical support issues and best practices. Performs related duties as required and assigned.

EXAMPLES OF WORK (Illustrative Only): Installs, customizes and maintains vendor supplied software or LAN/WAN operations; Generates incident tickets as required. Follows-up on and closes all assigned calls; Prepares charts, tables, and diagrams to assist in analyzing problems for LANs; Advises user staff in preparing a detailed training program from LAN diagrams (with support from Managed Services at Erie 1 BOCES); Monitors, configures and tunes LANs or LAN applications for optimal performance.; Installs, troubleshoots, supports and maintains communications software (used to connect to the enterprise server, dial-ups, et. al.); Provides related user training for such applications; Evaluates the network and makes recommendations to the Principal of Technology, CIO & Data Privacy; Acts as liaison between the WNYRIC and the district regarding networked hardware, software and application issues; Undertakes physical activities such as keyboarding, lifting, driving a motor vehicle, and tasks related to the installation, troubleshooting and support for computer devices; Uses Active Directory, Netware (Novell), Windows, Ethernet, TCP/IP, electronic mail (Lotus Notes et al), PCs, MACs and other technologies, as required by specific assignment; Participates in project organizing and scheduling; Performs related duties as assigned by the Principal of Technology, CIO & Data Privacy.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of micro-computer and product technology; good knowledge of logical operations of computers and data communication devices in local or wide areas based environments; working knowledge of data processing methodology and techniques; ability to create charts and diagrams for problem management; ability to communicate effectively both orally and in writing; ability to learn, use, and teach new software; ability to work with, and maintain the integrity of, highly confidential information; ability to establish and maintain effective relationships with staff and vendors; ability to prioritize; good judgment; patience; integrity; dependability; attention to detail.

SUBJECTS OF EXAMINATION: A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. Principles of networked communications;
2. Fundamentals of PC systems;
3. Use and operation of PC's and related peripheral equipment;
4. Principles of providing user support;
5. Training users of computers.

NOTE: SEE EXPANDED SCOPE STATEMENT ATTACHED.

USE OF CALCULATORS IS _RECOMMENDED._

TEST 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.

This written examination is being prepared and rated by the New York State Department of Civil Service in accordance with Sec. 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 examination.

Special Requirement for Appointment in School Districts and BOCES: Per Chapter 180 of the Laws of 2000, and by 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.

Veterans: Disabled and Non-disabled veterans as defined in Sec. 85 New York State Civil Service Law, will have 10 and 5 points respectively added to an earned passing score on the exam. You should claim these credits when you file your application (file application for veteran's credits and present a copy of DD214 Military Discharge) but you have the option to waive the credits any time prior to appointment. If you have already used these credits, you may not use them again.

Special Notice to Active-Duty Members of the Armed Forces: Effective 1/1/98 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. <u>No credit may be granted after the establishment of the list.</u> 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 the 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.

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 this office 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.

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

Military Service Members: 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 military makeup examination. Contact the Lackawanna Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the test date.

Saturday Religious Observer: Most written tests are held on Saturdays. If you cannot take the test on the announced test date due to a conflict with religious observance or practice, indicate this on your application. We will make arrangements for you to take the test on a different date.

Persons with Disabilities: If special testing accommodations are required for testing, please indicate this on your application. Failure to do so may not give the agency enough time to prepare, and may lead to standard testing conditions or disqualification. Candidates requesting an accommodation are required to furnish documentation of the disabling condition prior to the examination date.

How to Apply: Application forms are available in the main lobby of Lackawanna City Hall as well as outside the Lackawanna Civil Service Commission Office, 714 Ridge Road Room 213 Lackawanna, NY 14218. Application forms must be filled out completely. Applications are also available to print from home, online http://lackawannany.gov/government/civil-service/. Applications and payments may be:
- dropped off in-person in the lockbox located in the main lobby of Lackawanna City Hall (714 Ridge Road) by FEBRUARY 11, 2025 4:00 PM EST OR
- mailed to Lackawanna City Hall, 714 Ridge Road, Room 213, Lackawanna NY 14218. Application and payment must be POSTMARKED FEBRUARY 11, 2025.

A separate application is needed for each exam a candidate wishes to take. Applicants who have filed an application for a previous holding of the same exam, or who have previously submitted applications when no exam was announced **must also apply for the current holding** and may do so by sending in a new and updated application plus fee. The Civil Service office does not accept responsibility for non-delivery or postal delay.

Please contact the Civil Service Office (716-827-6467, civilservice@lackny.com) if you are unable to print an application, if you cannot pickup an application in person, or if you have any questions.

Application Fee:
There is a $10 processing fee required for this exam. The required fee must accompany your application. Send check or money order made payable to: CITY OF LACKAWANNA and write the examination number(s) on your check or money order. **DO NOT SEND OR BRING CASH.** 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 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 think you qualify for 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 the Examination Announcement. Failure to do so may lead to disqualification. A copy may be obtained online (http://lackawannany.gov/government/civil-service/) or in person at the Lackawanna Civil Service Office, 213 City Hall, Lackawanna, NY.**

Applying For Examinations in Multiple Jurisdictions on The Same Date: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than three weeks before the test date, so they can make arrangements for taking all tests at one test site. All examinations for positions in State government will be held at a State examination center.

Exam Cancellation due to Inclement Weather: Unless the city where the examination is to be held has declared a snow or weather-related emergency and the public has been advised to stay off the roads, the examination will be conducted as scheduled. In the case of an exam being canceled due to **inclement weather**, the voicemail message for phone number 716-827-6467 will advise the exam number, exam position, and the exam date will be rescheduled due to inclement weather. All communications for a rescheduled exam will be mailed.

Provide Civil Service Commission in writing of any changes in address or telephone number as soon as possible. Failure to do so may lead to disqualification. Notifying the Post Office to forward mail is NOT effective to ensure that notices for examinations or appointments will reach you. Please request a change of address form from the Civil Service Commission Office by calling 716-827-6467 or email civilservice@lackny.com. (Forms are also available online: http://lackawannany.gov/government/civil-service/.) **RETURNED MAIL MAY RESULT IN THE REMOVAL OF YOUR NAME FROM THE ELIGIBLE LIST.**

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional, as review of application for minimum requirements may not be made until after the written test. Call or write this Commission if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

BY ORDER OF:

LACKAWANNA CIVIL SERVICE COMMISSION

Original Published 01/21/2025; Closed 02/11/2025

EXPANDED SCOPE STATEMENT
MICROCOMPUTER TECHNICAL SUPPORT SPECIALIST

1. Principles of networked communications

These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.

2. 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.

3. 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.

4. 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.

5. Training users of computers

These questions test for knowledge of techniques for using computers and approaches to training others to use them. They cover such subjects as use of computer hardware, software and applications; preparing and evaluating instruction materials; determining the level of trainees' knowledge and the use of computers to provide instruction and feedback. The questions on training depend upon good judgment and practical experience rather than knowledge of abstract principles.

Test 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.