



2483

PUTNAM COUNTY PERSONNEL OFFICE Announces Employment Opportunities Computer Support Assistant 23838020 OC T&E

"TRAINING & EXPERIENCE" EXAMINATION • LAST FILING DATE: February 7, 2025 • FILING FEE: \$35

⊗ ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE Will Be Accepted ⊗

TO APPLY: 1. Go to www.putnamcountyny.com/personneldept/exam-postings & click **CURRENTLY SCHEDULED EXAMINATIONS**

2. View exam information & click **APPLY** 3. Complete & submit online application. 4. Mail or deliver to drop box outside Personnel Department or pay filing fee online within five (5) business days

Applications cannot be submitted after the above Last Filing Date

- Filing fees must be RECEIVED by Putnam County Personnel Dept. within FIVE (5) BUSINESS DAYS following application submission.
- Exam filing fees are **NOT REFUNDABLE** for any reason, including disqualification. As per Putnam County Resolution #305 of 2005.
- If your filing fee is not received within the time permitted, your application will be disqualified without review.

Make CHECK or MONEY ORDER payable to "Putnam County Personnel Department" – NO CASH

Returned checks are subject to a \$15 fee as per Putnam County Resolution #247 of 1998

Administration of This Examination Does Not Imply That a Vacancy Exists

*** Please read the back of this notice carefully for Important Civil Service Information ****

VACANCY: The eligible list established as a result of this examination will be utilized where appropriate for filling any current or future vacancies in the above-named title under the jurisdiction of the Putnam County Personnel Department.

SALARY: \$45,857 – \$72,297 (Putnam Valley Central School District)

DUTIES: This is entry level technical work that involves assisting with troubleshooting and performing repairs on computers, printers and network devices in a school district or county department. Responsibilities include providing assistance in operations and maintenance support activities for a large user community. Incumbents are trained to respond to helpdesk requests, troubleshoot technical issues and repair computers and peripheral equipment. This position involves considerable contact and interaction with administrators and officials, staff, and (in a school district) students. Training will be provided so that incumbents learn to offer first level technical support to users, and to perform ongoing maintenance and upgrade of virus software, user-data backups, malware and spam protection. Incumbents may also assist with website/internet programs, and/or providing support for unique applications such as weather stations, TV broadcast equipment, and AV equipment. Work is performed under direct supervision of a higher-level IT employee. Supervision is not a responsibility of this position. Performs related duties as required.

ELIGIBILITY: Either

- Associates degree, or higher, in computer science or related field;
- Associate's degree, or higher, and six (6) months of experience working with computer technology, computer maintenance and repair, computer software/hardware applications and/or analysis; or
- Graduation from high school or possession of a comparable diploma and two (2) years of experience working with computer technology, computer maintenance and repair, computer software/hardware applications and/or analysis; or
- Three (3) years of experience working with computer technology, computer maintenance and repair, computer software/hardware applications and/or analysis.

PLEASE 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.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

SCOPE OF EXAMINATION: The examination will consist of a rated evaluation of the applicant's training and experience. Only your rating on the evaluation of training and experience will be considered when computing final scores. You must pass the evaluation of training and experience to be added to an eligible list for the title.

RATED EVALUATION OF TRAINING AND EXPERIENCE: ONLINE QUESTIONNAIRE.

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 ~ Network Administration ~ Data Communications ~ Telecommunications ~ Microcomputer Repair

IMPORTANT EXAM INFORMATION FOR APPLICANTS:

- Candidates must apply online (see directions at top of page) on or before the last filing date of February 7, 2025.
- Approved candidates will receive an email with directions and the website to complete Training & Experience Questionnaire.
- Approved candidates must log in to the website per instructions, complete the Training and Experience Questionnaire between Monday, February 17 and Friday, March 21, 2025 and submit it as directed no later than 11:59 p.m., March 21, 2025.
- Candidates may not claim credit for any training or experience gained after application filing deadline of February 7, 2025.
- Failure to submit a questionnaire by 11:59 p.m. March 21, 2025 will result in disqualification from the examination.

FOR INFORMATION:

PUTNAM COUNTY PERSONNEL DEPT
Donald B. Smith County Government Campus
110 Old Route 6, Bldg 3, Carmel, NY 10512
Tel. (845) 808-1650 x 46104

www.putnamcountyny.com/personneldept
<http://www.facebook.com/PutnamCountyPersonnelNY>

ISSUED: 01/17/2025

PUTNAM COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

ADMISSION TO EXAMINATIONS: Call the Personnel Department if you do not receive a notice within three days of the date of examination. Admission to examinations does not necessarily mean that the application has been approved unconditionally; final review of applications for all requirements may not be made until after the written test. You may not be admitted to the examination room without official notice, or more than one half hour after an examination has begun. You must bring picture identification (such as a driver's license) and your Social Security number to the examination. You may be fingerprinted prior to admission to the examination.

AGE LIMITS: There may be statutory restrictions on your employment if you are under 18 or over 70 years of age; any other age restrictions are stated on the face of this examination announcement.

APPLICATION: A separate application must be filed for each examination desired. Effective April 13, 2013, Putnam County Personnel Department accepts **ONLY EXAMINATION APPLICATIONS SUBMITTED ONLINE**. Paper examination applications will not be accepted. Go to www.putnamcountyny.com/personneldept/exam-postings/ for information, explanation, and to access the online application form.

APPLICATION FEE: A fee (see front) is required from candidates for each separately-numbered examination for which they apply. Mail, deliver or pay filing fee online within five (5) business days. **NO CASH. NO REFUNDS** will be made to applicants who fail to appear for the scheduled examination. File only for those examinations for which you are qualified. As of February 1, 2006, per Putnam County Resolution #305 of 2005, **EXAM FILING FEES WILL NOT BE REFUNDED**, even if you are disqualified from taking the exam. It is therefore recommended that you consider very carefully whether or not you believe that you meet the minimum qualifications before submitting your application.

APPLICATION FEE, WAIVER OF: 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 and proof of benefits by the close of business on the Application Deadline as listed on this Examination Announcement. A copy of the waiver request form can be obtained from the website or by calling the Putnam County Personnel Department.

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. The cost for fingerprinting is the responsibility of the candidate being considered for, or conditionally offered, appointment.

CALCULATORS: Candidates are permitted to use quiet, held-held, solar or battery powered calculators, *UNLESS OTHERWISE NOTIFIED*.

CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS Killed in the Line of Duty: In conformance with section 85-a of the Civil Service Law, signed into law on September 17, 2002, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) 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 (2) 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.

CITIZENSHIP: Citizenship is required only for Public Officer positions.

CONTACT INFORMATION: Any changes in contact information must be communicated to the Personnel Dept. in order to ensure timely delivery of important information. A change of address form is available on our website or the Personnel Dept. It is the candidates' responsibility to obtain and submit the necessary documents.

CROSS FILING or EXAMINATIONS IN MULTIPLE JURISDICTIONS:

If you have applied to take an examination announced by more than one local jurisdiction (county, town, city) scheduled to be held on the same test date, you must notify each of the local jurisdictions as early as possible (no later than two weeks before the test date), so that arrangements can be made for taking all examinations at one test site. You must inform each jurisdiction of all examination titles and numbers, and at which jurisdiction you want to sit for the examinations. Please note that all examinations for positions in State government must be taken at a State examination center. Cross-file form is available on the website.

DRUG & ALCOHOL TESTING: You may be required to take a pre-employment alcohol and drug test to determine that you are free of such substances.

EDUCATION: Where high school graduation is required, a High School Equivalency Diploma from any State or an armed forces GED (high school level) will be acceptable. College graduation, when required, must have been from a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. In evaluating a candidate's qualifications, the equivalent of 30 college credit hours equals one year of college. Transcripts should be submitted with the application or as soon thereafter as possible whenever the qualifications call for a specific college major or specified number of credits. **NOTE:** If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

ELIGIBILITY, ANTICIPATED: If the minimum qualifications require a degree in education and/or experience/licensure/certification, the following statements shall pertain to this exam announcement: if you expect to complete the educational requirement within 12 months or the experience requirement within 6 months from the date of the examination date on the reverse side of this examination announcement, you can be admitted to this examination on a conditional basis. If successful on the examination, you will not be certified for appointment until you have submitted proof of completion of the announced requirements to the Putnam County Personnel Department. In the case of anticipated education degree, proof must be submitted within 3 months following award of degree; failure to do so will result in removal of your name from the eligible list. In the case of anticipated experience, your name will not be certified until you obtain and show proof of the necessary experience. In the case of licensure/certification, if you are eligible for the required licensure/certification you can be admitted to the examination. If successful on the examination, you will not be certified for permanent appointment until you have submitted proof of possession of the required licensure/certificate to the Putnam County Personnel Department.

ELIGIBLE LIST: The eligible list is made up of all candidates who successfully pass all portions of the examination. The eligible list resulting from this examination will remain in

existence for a minimum of one year up to a maximum of four years or until terminated by the establishment of an appropriate new eligible list. In the case where a **Promotional** exam is being held in conjunction with an Open Competitive exam in the same title, the resulting eligible list from the Promotional exam will be canvassed first. Any person whose name is on a preferred eligible list and who meets the requirements for a promotion examination in the agency for which the examination is being held is eligible to compete in the examination. Candidates currently holding a permanent 55-a position will be afforded the same opportunity as employees in the competitive class to take promotion examinations, if qualified.

EQUAL OPPORTUNITY: It is the policy of the Putnam County Personnel Department to provide for and promote equal opportunity in employment, compensation and other terms and conditions of employment without discrimination on the basis of age, race, color, religion, national origin, gender, sexual orientation, marital status, or arrest and/or criminal conviction record, unless based upon a bona fide occupational qualification or other exception. Those requiring special testing arrangements (such as military personnel or Saturday religious observers) must note this on their applications. It is Putnam County's policy, in accordance with the Americans with Disabilities Act, to provide equal employment opportunity and equal opportunity to participate in and receive any benefits, services, programs and activities to persons with disabilities. Any person who requires reasonable accommodations and reasonable modifications (e.g. Braille booklet, amanuensis, reader, sign language interpreter, etc.) must note this on their application.

EXPERIENCE: For each examination, unpaid, verifiable part-time and volunteer experience in one of the specialized areas will only be credited when specifically allowed by the examination announcement. The number of years of experience required in the minimum qualifications is based upon the presumption of full-time employment (35 hour workweek). Part-time experience will be prorated.

FINGERPRINT CHECK: A state and/or national fingerprint supported background investigation is required before an appointment is made to some positions. If such search is required, the applicant will be responsible to pay the Division of Criminal Justice Services fee for such search (approximately \$100-150)

INCLEMENT WEATHER: In rare cases, an examination may be postponed if weather conditions are unsafe. In such cases, call 845-808-1650 for recorded information available 24 hours. Also, announcements will be made over the radio on WHUD (100.7 FM). If an examination is postponed due to weather conditions, a new examination date will be set as soon as possible. Candidates will be notified of such new examination date in writing by Putnam County Personnel Department as soon as this information becomes available.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: Applicants may participate in multiple examinations given for Putnam County on the same day. The maximum time allowed for any combination of examinations is eight (8) hours. If you have applied for multiple examinations scheduled for the same day, please indicate this on your application.

PROHIBITED DEVICES: Cell phones, pagers, and similar devices are prohibited at examination sites. Devices with typewriter keyboards, spell checks, personal digital assistants, address books, language translators, cell phones, dictionaries and/or similar devices are prohibited.

PUBLIC SERVICE LOAN FORGIVENESS: College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Putnam County. Additional information is available at <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service#qualifying-employment>

RATINGS AND REVIEW: When 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 and review of examinations apply. Otherwise, rating and review of the examination is governed by the Putnam County Civil Service Rules.

RATINGS REQUIRED: Tests are rated on a scale of 100 with the passing mark at 70.0. Unless the announcement states otherwise, you must pass the written test as a whole and the oral and practical tests, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

RESIDENTIAL PREFERENCE: Preference in appointment from open-competitive lists may be given to residents of the jurisdiction making the appointments; for appointment in some jurisdictions you may be required to become a resident thereof, in accordance with law or resolution. Residence requirements and such preferential certifications do not apply in promotion examinations.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

SPECIAL REQUIREMENTS (RELIGIOUS ACCOMMODATION, DISABILITIES, MILITARY): Applicants whose religious beliefs or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements on their application.

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 Putnam County Personnel Department 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.

VETERANS: Eligible disabled and non-disabled war veterans may have ten or five points, respectively, added to an earned passing score in an open-competitive examination and five or two and a half-points are added in a promotion examination. It is the candidate's responsibility to obtain and submit the necessary forms and documents prior to the establishment of the eligible list. You may waive these credits any time prior to appointment.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to determine whether they are qualified for appointment. All statements made by candidates on the application form are subject to verification.