

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

# COMPUTER HARDWARE TECHNICIAN TRAINEE

**Exam Number: 21049**

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

**Processing fee:** Twenty dollars (**\$20.00**) non-refundable payment is required for each separately numbered examination for which you apply. The required processing fee must accompany your examination application. **Credit cards, checks, or money orders payable to the Broome County Office of Management and Budget will be accepted. The fee is non-refundable.** 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.

**\*Only applications which are post-marked on or before the last date to file will be accepted. All interdepartmental mail must be received by the close of business on the last date to file. FAXED APPLICATIONS WILL NOT BE ACCEPTED. Admission notices will be mailed to all approved candidates approximately 8 days before the examination. If you do not receive your notice by the Tuesday before the examination, please call 778-2185.**

**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](http://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](http://www.gobroomecounty.com).**

**MINIMUM SALARY**  
\$18.0486/hr

**VACANCIES**  
Anticipated

**LOCATION OF WORK**  
Broome County Department of Information Technology

**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. The rank of eligibles 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.

**Retesting:**

Once you have participated in the qualifying test you will not be permitted to participate in the same written examination for a period of (6) months.

**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:** The work involves assisting in various technical areas of installation, maintenance and problem resolution for personal computers. The incumbent learns to identify hardware needs and to assist in the resolution of hardware problems. The work is performed under the direct supervision of the Director of Computer Services or other higher level supervisor. Does related work as required.

**MINIMUM QUALIFICATIONS:**

- (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; OR
- (B) Two years experience maintaining computer hardware; OR
- (C) An equivalent combination of training and experience as indicated within the limits of (A) and (B).

**Special Requirement:** Possession of valid New York State driver's license appropriate for the vehicle operated.

**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:

**Computer Programming**

**Help Desk**

**User Support**

**Network Administration**

**Data Communications**

**Business/Systems Analysis**

**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 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.

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 eligibles 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.

**Calculators are allowed for the computerized test.**

**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.

**Military Law provides special rights for members of the armed forces whose military service conflicts with scheduled civil service testing.** Section 243-b (2) of Military Law states that "any member of the organized militia or reserves, who, because of active military duty other than for training purposes, missed the application filing period for an examination and as a result is deprived of the opportunity to compete in an examination, shall be given a special military make-up exam". Please contact the Department of Personnel for more information.

**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.

**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](http://www.gobroomecounty.com).

Continuous recruitment IT form-2013  
Date of issue: 1/2021  
Computer Hardware Technician Trainee-OC