

CONTINUOUS RECRUITMENT
TRAINING & EXPERIENCE
OPEN COMPETITIVE EXAMINATION FOR
Software Support Specialist

Exam Number: 21487

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

***Processing Fee:** Twenty dollar (**\$20.00**) non-refundable check or money order is required for each separately numbered examination for which you apply. The required processing fee must accompany your examination application. **Only checks or money orders payable to the Broome County Office of Management and Budget will be accepted.** 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. **FAXED APPLICATIONS WILL NOT BE ACCEPTED.**

Admission notices will be mailed to all approved candidates.

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.

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.**

MINIMUM SALARY
\$37,819-\$43,114

VACANCIES
Anticipated

LOCATION OF WORK
BOCES

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.

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, OR an adjoining county (TIOGA, CORTLAND, DELAWARE AND CHENANGO) at the time of examination except as stated in Resolution 21-253.

DUTIES: This position has responsibility for responding to support requests for a variety of software applications used in the educational services environment, including but not limited to student management, special education, cafeteria, financial and productivity. The incumbent provides application and maintenance support, as well as investigating and resolving application errors and data discrepancies. The incumbent may also provide training and instruction to assist the user and reinforce knowledge of the software application. Assignments are received verbally and in writing from the employee's supervisor and work is assigned and reviewed via the IT Service Management application (Service-Now). Supervision is not a responsibility of this position. Does related work a required.

MINIMUM QUALIFICATIONS:

- A) Completion of 30 semester credits from a regionally accredited or New York State registered college or university, including 15 semester credits in Business Information Technology, Computer Information Systems, Computer Science, or closely related field; OR
- B) Graduation from high school or possession of an equivalency diploma and one year of experience providing customer service and support directly to users of technology hardware and/or software programs; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

Retesting:

Once you have taken the exam you will not be permitted to participate in the same examination for a period of (6) months.

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 a 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:

Help Desk**User Support**

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 eligible's 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.

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.

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.

Veteran's Information

Veterans or disabled veterans who want to apply for the credits, must submit an **Application for Veteran's Credits**. Candidates who served during creditable years and indicate on their application that they wish to claim Veteran's Credits, but have not submitted the form with their application will be sent the Application for Veteran's Credits and a **Veteran's Information Sheet**. To claim credit, the completed forms must be submitted prior to the establishment of the eligible list.

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.

Continuous recruitment IT form
Issued: 1/2022
Software Support Specialist-OC
Revised 1/4/22