

OSWEGO COUNTY

DEPARTMENT OF PERSONNEL
46 EAST BRIDGE STREET
OSWEGO, NEW YORK 13126
PHONE: (315) 349-8367 + FAX: (315) 349-8254
oswegocounty.com/personnel

*AMENDED EXAMINATION ANNOUNCEMENT

TECHNOLOGY TRAINING SPECIALIST (BOCES)

EXAMINATION NUMBER: 66597 (Open to the Public)
EXAMINATION DATE: Saturday, December 5, 2009
LAST FILING DATE: Wednesday, November 4, 2009 (Applications will **NOT** be accepted after this date)
EXAM FEE: \$15.00 (NON-REFUNDABLE)

PAY RATE: \$19.75 per hour.

JOB DESCRIPTION: This position exists at Oswego County BOCES and is responsible for the development and implementation of a variety of technology training solutions for the organization. The incumbent is required to work in partnership with the technology team to analyze and understand the diverse business needs of the organization and the school districts served and use that knowledge to develop and deliver training for a variety of commercial and proprietary software solutions. Employee works under the direct supervision of the Director of Technology. Supervision is not a responsibility of this position.

RESIDENCY REQUIREMENTS: Candidates must be legal residents of Oswego County for a minimum of four (4) months immediately preceding the date of the exam.

MINIMUM QUALIFICATIONS:

Education, specialized background, training and experience.

- A. Graduation from a regionally accredited or NYS registered college or university with an associate's degree in computer science, information technology, electronic data processing, or closely related field and two years of experience in training individuals in the operation and use of microcomputers and related software; **OR**
- B. Graduation from a regionally accredited or NYS registered college or university with an associate's degree and three years of experience as noted in "A" above; **OR**
- C. Two years of study (60 credit hours) at a regionally accredited or NYS registered college, university or business school and four years of experience as noted in "A" above; **OR**
- D. Graduation from high school or possession of an equivalency diploma and five years of experience as noted in "A" above; **OR**
- E. An equivalent combination of training and experience as defined within the limits of "A", "B", "C", and "D" above.

***SCOPE OF THE WRITTEN EXAM:** A written test designed to evaluate knowledge, skills and /or abilities in the following areas:

1. Use and operation of microcomputers and related peripheral equipment: These questions are designed to test for technical knowledge and concepts relevant to the operation of a microcomputer and associated peripheral equipment for word processing, spreadsheet analysis, data base management, data communications and other applications. The questions asked are not specific to any vendor or any model of microcomputer.

2. 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.

3. Uses of software applications in an educational setting: These questions are designed to test for knowledge of software applications and how they are integrated into teaching and learning in an educational setting. They may cover, but not necessarily be confined to, use of suites (word processing, data base, spreadsheets and presentation software), research tools (e.g., Internet, CD-ROMs), multimedia reports, and content software (e.g., simulations, comprehensive courseware, and tutorials).

4. 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.

Use of a calculator is **ALLOWED** for this exam.

NO TEST GUIDE AVAILABLE - Test Guides published by the New York State Department of Civil Service are usually targeted to specific, entry-level titles. Test Guides are not provided for every examination. Candidates should focus their examination preparation upon the "Subjects of Examination" and other information listed on the examination announcement.

EXAM FEES: A non-refundable fee of \$15.00 is required for each separate examination for which you apply. The required fee must accompany your application. Please refer to the "Application for Exam or Employment" for information about fee waiver. Write the name of the exam(s) on your check or money order **payable to Oswego County** and submit the check or money order with your application. **CASH WILL NOT BE ACCEPTED.** A \$20.00 charge will be imposed on checks returned for insufficient funds. 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. No refunds will be made to applicants who are disqualified or fail to appear.

MULTIPLE EXAMS SCHEDULED FOR THE SAME DAY (CROSS-FILING):

- If you have applied to take exam(s) announced by another jurisdiction (county, city, state) scheduled on the same day as this exam, you must make arrangements (no later than two weeks before the date of the exam) to take all exams at one test site.
- If you have applied for both State and Local (county/city) government examinations, you must make arrangements to take all your examinations at the State examination center by calling toll free (877) 697-5627 (press 2, then press 1) no later than two weeks before the test date.
- If you have applied for multiple Local exams you must notify all local government civil service agencies with whom you have filed an application of the test site at which you wish to take your examination. For Oswego County examinations complete a "[Cross Filer Notification](#)" form, available at the Oswego County Department of Personnel or online at oswegocounty.com/personnel/forms.html, and send to Oswego County Department of Personnel, 46 East Bridge Street, Oswego, NY 13126 or FAX to (315) 349-8254 or call (315) 349-8367. If you are taking multiple exams on the same date with the Oswego County Personnel Department only, you do not have to file a cross filer form.

APPLICATION DEADLINE POLICY: Application/exam fee must be submitted to the Oswego County Department of Personnel before the close of business at 5:00 p.m. on the last file date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last file date. Applications that are received through inter-office mail or via facsimile after the last file date will not be accepted.

OSWEGO COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER.

ISSUED: October 15, 2009
Carol N. Alnutt
Director of Personnel

GENERAL INSTRUCTIONS

1. Applications and additional information is available at the Department of Personnel, Oswego County Office Building, 46 East Bridge Street, Oswego, New York 13126, or by calling (315) 349-8367, or on the web at <http://www.oswegocounty.com/personnel>.
2. Applications postmarked after midnight of the **Last Filing Date** will not be considered eligible for this examination.
3. Falsification of any part of the "Application for Employment" will result in disqualification and possible legal action. Inquiries may be made as to character and ability and all statements made by candidates are subject to verification.
4. Applicants must answer every question on the application form. Incomplete applications will be disapproved.
5. Accepted candidates will be notified when and where to appear for exam. None will be admitted to the examination without the official admission notice. If an application is rejected, due notice will be sent. The department does **not** make formal acknowledgment of the receipt of an application.
6. If you have not received your notice to appear for the exam three days before the exam date, call (315) 349-8367.
7. If special arrangements for testing are required (i.e. religious observance, disability), submit written request describing your needs with the application form.
8. Unless otherwise noted, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries, or any similar devices are prohibited.
9. Active service members, veterans or disabled veterans desiring to claim additional credit may submit an "Application for Veteran's Credit" prior to the establishment of the eligible list. Forms are available upon request at the Department of Personnel.
10. Military Service members on active duty on the exam date may request a military makeup exam, call (315) 349-8367. Members on active duty or discharged during the exam filing period may apply for the exam up to ten days before the exam date.
11. Per Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
12. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
13. Under specific circumstances an alternate test date may be arranged in accordance with established policy. Your request and verifiable documentation should be submitted at least one week prior to the test date or in case of an emergency no later than 5:00 p.m. on the next business day following the test.
14. This 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 exams will apply to this examination.
15. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
16. The eligible list will remain in force for at least one (1) year and may be extended by the Personnel Officer for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
17. 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.
18. In accordance with the Child Abuse Prevention Act of 1985, candidates for appointment to Oswego County government positions which involve regular and substantial contact with children will be required to complete a State Central Register of Child Abuse and Maltreatment clearance form. Failure to complete this form may result in decertification of your name from this eligible list for appointments in Oswego County.
19. 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.