

PLEASE POST CONSPICUOUSLY
ISSUE DATE: 7/8/2025
GREENE COUNTY CIVIL SERVICE
411 Main Street, 3RD FLOOR, Catskill, NY 12414
518-719-3253----www.greenegov.com

Announces a
TRAINING & EXPERIENCE OPEN-COMPETITIVE EXAMINATION FOR

Exam #: 24090020 – SYSTEM SUPPORT TECHNICIAN

PLEASE REFER TO GENERAL INFORMATION ON PAGE 3 BEFORE COMPLETING APPLICATION

LAST FILE DATE: JULY 31, 2025

EXAM QUESTIONNAIRE COMPLETION DATES: SEPTEMBER 1-30, 2025

(Postmarked on or before 7/31/2025, or hand delivered to Gr. Co. Civil Service Office no later than 4:30 p.m. on that day.)

SYSTEM SUPPORT TECHNICIAN: Currently there are TWO (2) vacancies within the Greene County Information Technology Department. The eligible list established as a result of this exam will also be used to fill future vacancies within that department as they occur.

SALARY: \$28.45 per hour

RESIDENCY REQUIREMENT: Candidates must be legal residents of Greene County for at least ONE (1) month immediately preceding the date of the examination.

NON-REFUNDABLE FILING FEE: A \$15.00 filing fee must be submitted with your application in the form of a check or money order. Credit cards can be accepted when filing applications in **person only**. Please be advised the service fee is 2.49% or a flat fee of \$1.50, whichever is greater, for each credit card transaction.

CASH IS NOT ACCEPTED

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma **and either:**

- A. Possession an Associate's Degree in Computer Science, Information Technology, or a related field and two (2) years of experience in an IT support or help desk role (**a copy of your transcript must be submitted with your application and filing fee**);
- OR**
- B. Four (4) years of paid work experience in an IT support or help desk role;
- OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTES:

1. 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/US 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.
2. According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum educational requirements are met.

SPECIAL REQUIREMENTS:

1. Possession of a valid New York State Driver's license is required at time of appointment and this license must be maintained throughout employment.
2. Must be able to lift and move computer equipment (up to 50 pounds).

3. May be required to work non-traditional hours, including nights and weekends, to complete critical updates and/or projects.

TYPICAL WORK ACTIVITIES: Provides first-level support for hardware, software, and network related issues; Responds to and resolves technical support requests via phone, email or ticketing system; Troubleshoots and repairs hardware, including desktops, laptops, printers, and other peripherals; Installs and tests computer hardware and software; Performs routine maintenance and updates on systems, ensuring optimal performance; Monitors system performance, identifies issues, and escalates complex problems to senior Information Technology (IT) department staff; Maintains inventory of IT equipment and assists with procurement as needed; Assists users with understanding and utilizing hardware and software effectively; Develops and maintains technical documentation, including user guides and troubleshooting procedures; Creates or assists employees in creating forms, surveys, reports, and databases; Assists in maintaining local area networks (LAN), Wi-Fi, and internet connectivity; Supports VPN configuration and remote access troubleshooting; Coordinates the cabling necessary to establish and expand networks; May design, update, and maintain websites for various divisions, agencies, or departments; Supports and troubleshoots telecommunications issues; Assists in ensuring systems comply with security policies and standards; Supports endpoint security tools and responds to potential security threats; Supports IT projects such as system migrations, upgrades, and rollouts; Collaborates with team members to meet project deadlines and goals.

SCOPE OF THE EXAMINATION:

The examination will consist of a rated evaluation of training and experience.

Test Description for: **System Support Technician**

Examination Number: **24090020**

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
Telecommunications	Business/Systems Analysis	Microcomputer Repair	

SUBJECTS OF 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.

GENERAL INFORMATION --- GREENE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER -- PAGE 3
APPLICATIONS AND FORMS MAY BE OBTAIN FROM THE OFFICE OR AT www.greenegov.com

1. APPLICATIONS: Mail to: Greene County Civil Service Commission, 411 Main Street, Catskill, NY 12414. Applications accepted up to the last filing date indicated on announcement. This department does not make formal acknowledgment of the receipt of an application, or take responsibility for non-delivery of mail or postal delays. The Commissioners reserve the right to reject or accept applications after the advertised filing period. Read and compare your qualifications carefully with the minimum qualifications as outlined. Only apply for those exams for which you are qualified. Resumes are not accepted as a substitution in indicating work experience on your application, but are accepted as an addition to your application. All experience is considered as paid work experience, **unless** specified under the minimum qualifications; volunteer experience, unpaid internship experience (if paid, verification must be provided) and education will not be accepted and/or substituted for experience in meeting the qualifications. **FAXES & COPIES ARE NOT ACCEPTED--THE ORIGINAL SIGNATURE MUST APPEAR IN INK.** **2. NON-REFUNDABLE FILING FEE & FEE WAIVER:** A \$15 fee is required for **EACH** exam being filed for with the exception of POLICE OFFICERS, DEPUTY SHERIFFS, OR CORRECTIONS OFFICERS exams which require a \$25 filing fee. The required fee must accompany your application. **Do not send cash! A check or money order payable to Greene County Civil Service Commission is required OR if filing in person, charge card payments are now accepted. Please be advised the service fee is 2.49% or a flat fee of \$1.50, whichever is greater. This will appear as a separate charge on your statement.** Include the exam title and exam number on your check or money order. Fees may be waived per C.S. Law §50.5(b). In order to be eligible for the FEE WAIVER, the completed Fee Waiver form must be submitted with your exam application. A \$10 SERVICE CHARGE will be imposed on any checks returned to the Greene County Treasurer. **3. TIME AND PLACE OF EXAM:** Accepted candidates will be notified by letter approximately two (2) weeks prior to the exam date when and where to appear for the exam. You are required to bring your admission letter and social security number to the exam site. Call this office at (518) 719-3253 if you do not receive a notice up to three (3) days prior to the exam. **4. MULTIPLE EXAMINATIONS & CROSS FILER SCHEDULED FOR THE SAME DAY:** If you have applied to take a written exam announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same exam date as this written exam, you must notify each of the local jurisdictions no later than two weeks before the exam date, so they can make arrangements for taking all exams at one exam site. All exams for positions in State government are held at a State exam center. When taking both **State and Local** government exams, you are required to take all exams at the **STATE** exam site. For Greene County call (518) 719-3253, or obtain a cross filer form from our website or write to the above address no later than **two (2) weeks** prior to the date of the exams. **5. SPECIAL EXAM ARRANGEMENTS & RELIGIOUS ACCOMMODATIONS:** If you require particular accommodations or special testing arrangements as a person with a disability or alternate test date candidate (in accordance with alternate test date policy) clearly indicate this on your application. All such requests must be supported by appropriate documentation. Special arrangements to provide access for disabled persons will be made in compliance with local, state and federal laws and regulations. For religious accommodation, most written exams are held on Saturdays. If you cannot take the exam on the announced exam date due to a conflict with a religious observance or practice, please check the box under #5 "RELIGIOUS ACCOMMODATION." We will make arrangements for you to take the exam on a different date, usually the following Monday. **6. AGE REQUIREMENT:** Unless otherwise specified in the exam announcement, there are no age restrictions. However, there may be statutory restrictions on your employment if you are under 18 or over 70 years of age. **7. RESIDENCY REQUIREMENT:** Unless otherwise specified in the exam announcement, candidates in all open competitive exams must at the time of the exam have been legal residents for at least one (1) month of the political subdivision in which they seek appointment. **8. VETERANS' CREDIT:** Disabled and non-disabled veterans who establish their eligibility for additional credits and are successful in the exam are entitled to have 10 and 5 points respectively (5 and 2 ½ points of credits in the case of promotion exams), added to their earned scores provided they have not used such credits to obtain permanent appointment or promotion. You will be allowed the option of waiving these credits after the completion of the exam. 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 exams. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. No credit may be granted after the establishment of the list. **IT IS THE RESPONSIBILITY OF THE CANDIDATE TO PROVIDE APPROPRIATE DOCUMENTARY PROOF TO THIS OFFICE** indicating that the candidate received an honorable discharge or was released under honorable conditions in order to be certified a score including veterans' credit. An appropriate application form may be obtained at the Civil Service Office. **FAILURE TO PROVIDE PROOF PRIOR TO ESTABLISHMENT OF THE ELIGIBLE LIST WILL RESULT IN NO ADDITIONAL CREDIT BEING GRANTED.** **9. ADDITIONAL SERVICE CREDIT FOR CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY:** In conformance with Section 85-a of the C.S. 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 exam for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this exam 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 exam. 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. **10. TRANSCRIPTS & COLLEGE DEGREES:** Whenever college transcripts or diplomas are requested, they should be submitted with the application for the exam or as soon as possible thereafter before the exam. Degrees must be awarded by a regionally accredited college or university or one recognized by NYS Education Dept. If your degree was awarded by an educational institution outside of the United States or its territories, you must provide independent verification of equivalency. Please contact Civil Service for additional instructions. **11. RATING & REVIEW:** The passing grade for examination is 70. Unless the announcement states otherwise, this exam is being prepared and rated by the NYS Department of Civil Service in accordance with Section 23.2 of the NYS C.S. Law. The provisions of the NYS C.S. Rules and Regulations dealing with the preparation and rating of written exams will apply to this exam. **12. TRAINING AND EXPERIENCE:** Training and Experience will not be a subject of the exam unless specified on the front of the announcement. If a subject of the exam, training and experience may not be rated if all passing candidate are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application which are subject to verification. **13. ELIGIBLE LIST:** Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the exam. Lists are established for a duration of **one year** unless further extended. The resulting eligible list will be used to fill appropriate vacancies as they occur. Lists resulting from promotion exams are certified first. **14. SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:** Per Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education Department is required. **15. FOR POSITIONS REQUIRING CRIMINAL BACKGROUND INVESTIGATION & FINGERPRINTING:** 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. Fingerprints to be used in performing the background checks would be collected from applicants pursuant to regulations promulgated by the DCJS, which will perform the State background check. DCJS will also submit the fingerprints to the FBI for the completion of the national background check. Individuals found to have criminal histories that bar their appointment to the position sought would then be disqualified by the municipal civil service agency pursuant to Section 50(4) of the Civil Service Law. As mentioned above, this Chapter applies to applicants or eligibles for **original** appointment to positions in the classified service. Current employees, transfer candidates, individuals reinstated from preferred lists pursuant to Section 81 of the Civil Service Law and applicants for promotion examinations or current eligibles on promotion eligible lists are specifically exempted from the provisions of this Chapter. This act took effect July 22, 2003. **16. USE OF CALCULATORS:** Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. **The calculator function on cell phones & devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.** You may not bring reference materials unless notified to do so. **17. WEATHER:** Listen to your local TV & Radio Stations, (WNYT, WRGB, WTEN, WXXA and 98.5 THE CAT, OLDIES 93.5, 1230 WHUC, FLY 92, 810 WGY, 107.7 WGNA) **18. EMERGENCIES (OTHER THAN WEATHER):** If an emergency prevents you from appearing for the exam please notify this office no later than 10:00 AM on the Monday following the test date. (Tuesday, if Monday is a holiday), providing verifiable documentation of the reason.

NOTE: As a condition of employment **only** within Greene County Depts., candidates receiving a conditional offer of employment must successfully pass a drug screen, failure to meet the above standards may result in disqualification. Also, any other entity or employer making a conditional offer of employment may also impose these same conditions.