

THE MUNICIPAL CIVIL SERVICE COMMISSION



OF NIAGARA FALLS, NEW YORK

ANNOUNCES EXAMINATION FOR....

Room 14 -Ground Floor – City Hall

Phone 286-4430

<http://www.niagarafallsusa.org>

NETWORK TECHNICIAN NIAGARA FALLS WATER BOARD (ONE ANTICIPATED VACANCY)

SALARY RANGE: \$37,888 – 45,277 PER YEAR

EXAM: #20-202 OC

APPLICATION FEE: \$25.00 A NON-REFUNDABLE application fee must accompany your application and is required for each exam for which you apply. **DO NOT USE CASH.** Make check or money order payable to the City Controller and write the examination number on your check or money order. **AS NO REFUND WILL BE MADE, 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.**

FEE WAIVER A waiver of the fee requirement will be made for those persons receiving Public Assistance or for individuals unemployed and primarily responsible for the support of a household. Individuals wishing to claim a waiver of fee for either of the above reasons must complete a Fee Waiver Request. Public Assistance recipients must indicate the type of assistance they are receiving, the agency providing the assistance, and their case number. Individuals wishing to claim a waiver of fee for unemployed and primarily responsible for the support of a household must sign a form certifying to this fact and provide the documentation required. Such claims are subject to verification and if not supported by appropriate documentation, are grounds for barring admittance to exam or appointment

EXAMINATION DATE: To be scheduled during the open period of March 9-30, 2020. This exam will consist of a Training & Experience rated exam and a qualifying PC-Administered written exam.

FIRST DAY FOR FILING

Mon, February 10, 2020 – 8:00 AM

LAST DAY FOR FILING

Wed., February 26, 2020 – 3:30 PM

FILING FOR THE EXAM: Applications can be filed in person at Niagara Falls City Hall, 745 Main St., Room 14 or by mail. **Tie scores are broken and ranked on the eligible list by a totally random method as recommended by the NYS Department of Civil Service. The method that will be used is the last four digits of social security number.**

DISTINGUISHING FEATURES OF THE CLASS: The employee in this class is responsible for installing personal computers and/or workstation devices, related network hardware and software, and is responsible for the administration and day-to day maintenance of the Board's telephone system. The incumbent is also responsible for assisting in the development of network configuration and troubleshooting network hardware and software problems. General supervision is received from the Lead Systems Engineer. The Network Technician performs related work as required.

MINIMUM QUALIFICATIONS: **An incomplete application will be disapproved.** You are responsible for completing all sections of the application. **List your current or most recent position first and then any experience that qualifies you for the minimum qualifications of the position sought. To receive credit for experience on a job, all information requested on the application including title, number of hours in the work week, final salary, duties performed by you in each position and percentage of time spent on each task, reason for leaving, length of employment, etc., must be shown. Be very specific in explaining experience that tends to qualify you for the position sought. Ambiguity and vagueness will not be resolved in your favor. A RESUME WILL NOT BE ACCEPTED. ALL EXPERIENCE MUST BE ON OUR APPLICATION OR ADDITIONAL EXPERIENCE FORM.** Unless otherwise specified, experience will be interpreted to mean "PAID EXPERIENCE" only. Part-time paid work experience will be accepted based on its full-time equivalent. **If a degree or special license is required, a copy must be submitted with application.**

GENERAL INSTRUCTIONS TO CANDIDATES

(Please read carefully)

1. RESIDENCY FOR EXAM - Unless otherwise specified in the exam announcement, candidates must have been legal residents of the City of Niagara Falls for one year immediately preceding date of written exam.
2. COMPLETION OF APPLICATION - A regular application form must be filed for each exam. The applicant should make sure that every question is answered and that the application is complete in all respects. An incomplete application may be disapproved.
3. VETERAN AND DISABLED VETERAN CREDITS - Forms for claiming point credits as Veteran and/or Disabled Veteran must be filed with application. Evidence of military discharge (form DD-214) must be presented with this form. You will be allowed the option of waiving these credits after the completion of the examination. For the purpose of claiming veterans credits on a Civil Service examination, an applicant must have served in the armed forces of the United States at any time during the following periods:
 - World War II - December 7, 1941 to and including December 31, 1946**
 - Korean War - June 27, 1950 to and including January 31, 1955**
 - Southeast Asia Hostilities – February 28, 1961 to May 7, 1975 (Starting date changed per Chapter 179 of Laws of 2006)
 - Lebanon* - June 1, 1983 - December 1, 1987**
 - Grenada* - October 23, 1983 - November 21, 1983**
 - Panama* - December 20, 1989 - January 31, 1990**
 - Persian Gulf - August 2, 1990 to the end of such hostilities (not yet determined)**
 - U. S. Public Health Service - July 29, 1945 to September 2, 1945 or June 26, 1950 to July 3, 1952

*Credit for Lebanon, Grenada, and Panama will be limited to those who received the armed forces expeditionary medal, the navy expeditionary medal, or the Marine Corps expeditionary medal.

Disabled Veterans must have been disabled in the actual performance of duty in any war and have a disability rated at 10% or more that exists at the time of application or promotion. (See Veterans Form for additional information.)
4. MILITARY MAKE-UP - Special test arrangements are available for active military members.
5. SPECIAL TEST ARRANGEMENTS - Most written tests are held on Saturdays. If you cannot take the test on this day due to a conflict with a religious observance or practice and/or need special accommodations due to a disability, indicate this on your application form.
6. INVESTIGATION OF CANDIDATES - Inquiries may be made as to character and ability, and all statements made by candidates in their applications are subject to verification.
7. ADMISSION NOTICES - The Commission will notify all candidates of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of examination. **If you have not received notification of acceptance or rejection or information as to where to appear for the exam by the Wednesday before the exam date, contact this office at 286-4430.**
8. PASSING MARK - The passing grade in each announced subject of an examination is 70.
9. INTERVIEWS - As an aid in rating training and experience, interviews may be required at a later date.
10. DEGREES AWARDED FROM EDUCATIONAL INSTITUTIONS OUTSIDE OF US OR TERRITORIES: Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices and/or your high school diploma must be equivalent to one awarded in the U.S. If your high school diploma, degree and/or college credit was awarded by an educational institution outside of the U.S. 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.
11. APPLYING FOR CIVIL SERVICE EXAMS ON THE SAME DATE IN MULTIPLE JURISDICTIONS:
 - A) If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518) 474-6470 or toll-free at 1-877-697-5627 (press 2, then press 1), no later than two weeks before the test date and notify the Niagara Falls Civil Service Commission in writing, preferably prior to the last date for filing for the exam, but in no case less than two weeks prior to the exam date.
 - B) If you have applied for other local government exams, you must contact each jurisdiction as instructed. The City of Niagara Falls requires a written request no later than two weeks before the date of the exams. You must notify all jurisdictions at which test site you wish to take your exam(s). For more information regarding this policy, call 286-4430.
12. 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 exam for original appointment in the same municipality in which his/her parent has served. The parent is deemed to have served in a municipality if he/she was employed by or worked primarily in that municipality. 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 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.
13. RATING OF EXAMS The written exam 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 New York State Civil Service Rules and Regulations dealing with the rating of exams will be applicable to this written exam.
14. In accordance with Title VII of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, the City of Niagara Falls does not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, handicap, marital status or national origin.

CANDIDATES MUST MEET THE FOLLOWING REQUIREMENTS ON OR BEFORE THE DATE OF THE WRITTEN EXAM:

MINIMUM QUALIFICATIONS:

EITHER

(A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science and one (1) year of paid full time experience in computer data processing activities such as networking, operations or programming;

OR

(B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of paid full time work experience as defined in (A).

Notes: High School graduation is required; additional experience beyond two (2) years cannot be substituted for high school graduation. One (1) year of experience is required; additional education beyond an Associate's Degree cannot be substituted for the one (1) year experience.

SUBJECT OF EXAM: 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 tests 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:

- User Support
- Network Administration
- Data Communications
- Telecommunications
- Business/Systems Analysis
- Microcomputer Repair

Qualifying Tests:

1. 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.

2. 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.

3. 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 user's 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. If you have 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 title of the exam for which you took the qualifying test, the name of the Civil Service Agency that administered the test and the test date.**

AN EQUAL OPPORTUNITY EMPLOYER

DATED: February 7, 2020
