

GLEN COVE CIVIL SERVICE COMMISSION EXAMINATION NOTICE

COMMISSIONERS

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THE GLEN COVE MUNICIPAL CIVIL SERVICE COMMISSION
ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR

INFORMATION TECHNOLOGY ASSISTANT

EXAM NUMBER 23294

LAST FILING DATE: Applications must be received by or postmarked by the close of business on Friday, March 29, 2024.

LAST DAY FOR QUESTIONNAIRE SUBMISSION: April 30, 2024

APPLICATION FEE: \$25 Check or Money Order made out to the City of Glen Cove. See the below Application Fee Details section for additional information.

LOCATION OF POSITION/VACANCY: To fill any current or anticipated vacancy in the City of Glen Cove or Glen Cove School District or Glen Cove Housing Authority or Glen Cove Library. Currently positions in this title exist in the Glen Cove School District.

SALARY: \$42,500 (annually)

RESIDENCY REQUIREMENTS: Waived for this examination. NOTE: Preference may be given to candidates who are residents of the City of Glen Cove.

MINIMUM QUALIFICATIONS & SPECIAL REQUIREMENTS:

(A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree including or supplemented by twelve (12) credit hours in management information systems, computer science, information technology or closely related field and one (1) year experience in telecommunications, computer systems support, network administration, information systems management or computer programming; or

(B) Graduation from High school or possession of a high school equivalency diploma and three (3) years of experience as defined in (A); or

(C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

NOTE: Successful completion of a three (3) credit hour course beyond the requirements in (A) in management information systems, computer science, information technology, or a closely related field may be substituted for three (3) months of appropriate experience.

DUTIES: Diagnoses and resolves hardware and software problems as assigned; Installs and maintains software on servers and computer workstations; Installs and maintains ink jet, dot matrix and laser printers and components; Upgrades and maintains computer hardware, software, servers and peripheral equipment; Provides on-site or help-desk support to resolve user problems; Reports unresolved problems to the appropriate party; Assists vendors in troubleshooting unresolved hardware or software problems.

RIGHT TO REQUEST CONSIDERATION OF PROMOTIONAL EXAM: In accordance with Civil Service Law Section 51-3, any employee who believes that a promotion examination should be held for filling any vacancy in this title may submit to the Glen Cove Civil Service Commission a request, in writing, for a promotion examination, stating their reasons why it is practicable and in the public interest to fill the vacancy by promotion examination.

SUBJECT OF EXAMINATION: The examination will consist of a rated evaluation of training and experience.

Test Description for: Information Technology Assistant

Examination Number: 23294

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

Telecommunications

Microcomputer Repair

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must notify Glen Cove Civil Service of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations. You must bring both the State and the local government admission card to the State test center.

If you have applied for another local government examination with another local civil service agency, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the examinations. 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.

RELIGIOUS ACCOMMODATION/DISABLED CANDIDATES/MILITARY MEMBERS:

Applicants whose religious observances, religious practices or military service prevent their taking examinations on the scheduled date and disabled candidates who require special accommodations to take the test should indicate the need for special arrangements by checking the "Special Arrangement" box on the front of the applications. The New York State Department of Civil Service Commission will approve any reasonable request for accommodations by disabled candidates. Candidates who are called to military service after filing an application should send a request for an alternate test date to the City of Glen Cove Municipal Civil Service Commission as soon as possible before the test date.

MILITARY SERVICE MEMBERS: If you apply for an examination during the filing period but are on active military duty on the date the examination is scheduled, you may request a military makeup examination. You must contact The City of Glen Cove Municipal Civil Service Commission for more information. If you are on active duty or discharged after the filing period has begun, you may apply for the examination up to ten days before the date of the test.

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of New York State Civil Service Law and the City of Glen Cove Civil Service Rules and Regulations dealing with the preparation and rating of examinations will apply to this examination.

VETERAN'S CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for Veteran's credit with their application for examination or at any time between the date of the application for examination and the date of the establishment of the resulting eligible list. Applications for Veteran's credits are available from this office. Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted Veteran's Credits in examinations. Any candidate who applies for such credit must provide proof of military status to receive additional credit. No credit may be granted after the establishment of the list. It is the

responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war as defined in Section 85 of the Civil Service Law and that the candidate either received an honorable discharge or was released under honorable conditions in order to be certified at a score including the Veteran's credit.

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 this office 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.

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.

SPECIAL REQUIREMENTS FOR APPOINTMENT IN SCHOOL DISTRICTS: 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 as involving direct contact with students, a clearance for employment from the State Education Department is required. Eligible candidates may be required to pay a fingerprint-processing fee associated with this special requirement.

APPLICATIONS / GENERAL INFORMATION / INSTRUCTIONS:

Application forms may be obtained from the City of Glen Cove Website: GlenCoveNY.gov

OR: From the office of: **THE GLEN COVE MUNICIPAL CIVIL SERVICE COMMISSION, CITY OF GLEN COVE, CITY HALL, 9 GLEN STREET, GLEN COVE, NY 11542.**

During: *Any weekday from the posting date through the last filing deadline (except holidays).*

Between the hours of: 9:00 a.m. to 5:00 p.m. Monday through Friday **OR:** by sending a stamped self-addressed envelope with the applicants name and address on it, requesting an application for the position. Applications received/postmarked after the filing deadline will not be accepted.

The applicant should make certain every question on the application is answered, and that the application is complete in all respects. All statements made by the candidates in their application are subject to verification. Candidates will be notified of the disposition of their applications. The Glen Cove Municipal Civil Service Commission does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay.

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 by the close of business on the Application Deadline as listed on the Examination Announcement. “Request for Application Fee Waiver and Certification” forms are available at the Civil Service Office or on-line at: GlenCoveNY.gov

ALTERNATE TEST DATES:

Alternate test dates may be arranged upon review of the circumstances according to the Alternate Test Date Policy established by this department. Under specific circumstances an alternate test date may be arranged. Your request with written documentation must be received in the Civil Service Office no later than (10) ten business days preceding the examination date. If an emergency prevents you from appearing for the examination, please notify this office no later than 5:00 p.m. on the Monday following the test date providing verifiable documentation of the reason. A determination will be made if you will be allowed an alternate test date.

ADMISSION NOTICES: You will be notified of the time and place of the examination. If you have not received your notice to appear for the written test five (5) days before the date of the examination, call the Glen Cove Municipal Civil Service Commission at (516) 676-4814. Do not interpret a notice to appear for the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made on their application. These statements may not be reviewed and/or verified until after the examination has been given. At that time, those candidates who are disqualified after taking the test will not receive a score.

CHANGE OF ADDRESS: It is the responsibility of the candidate to notify the Glen Cove Municipal Civil Service Commission of any change in name or address. No attempt will be made to locate any candidate who has moved.

**The City of Glen Cove is an
Equal Opportunity/Affirmative Action Employer**

(Issued 2/20/2024)

Applications are available on the Civil Service website GlenCoveNY.gov where you can...

[Apply now for this examination -- CLICK HERE -- to download application](#)

<https://glencoveny.gov/wp-content/uploads/2021/05/Application-for-Examination.pdf>