

**MIDDLETOWN CIVIL SERVICE COMMISSION
ANNOUNCES
AN OPEN COMPETITIVE CIVIL SERVICE EXAMINATION
FOR
TECHNOLOGY SERVICE SPECIALIST**

Written Test To Be Held March 05, 2022	Applications MUST Be Received No Later Than February 1, 2022 (12:00 Noon)
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EXAMINATION NO. AND TITLE #61-684 TECHNOLOGY SERVICE SPECIALIST	SALARY UNAVAILABLE	PROCESSING FEE \$20.00
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P L E A S E P O S T C O N S P I C U O U S L Y

READ THIS ANNOUNCEMENT IN ITS ENTIRETY BEFORE FILING YOUR APPLICATION.

This examination is being held to establish a current eligible list for **TECHNOLOGY SERVICE SPECIALIST**. The resulting eligible list from this examination will be used to fill all present and future vacancies in the **CITY OF MIDDLETOWN AND THE CITY OF MIDDLETOWN SCHOOL DISTRICT**.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. Provide each jurisdiction with a list of all jurisdictions where you have made an application; indicate by each jurisdiction, the number and title of all examinations for which you have applied and note your preference of examination center.

If you have applied to take a local examination and a State examination on the same date, contact the local jurisdiction only, providing the number and title of all examinations for which you have applied. Do not contact the State Department of Civil Service. All examinations for positions in State government will be held at a State examination center.

APPLICATION FEES: There is a \$20 processing fee required for each separately numbered examination for which you apply. The fee must accompany your application. Send a **money order** payable to the Middletown Civil Service Commission. Do not submit cash or personal checks. Write the examination and your social security number on the money order. Applications fees are not refundable. Therefore, we urge you to compare your qualifications carefully with the requirements for admission and file only if you are clearly qualified. If you are disqualified from or fail to appear for the examination, your fee is not refundable.

MINIMUM QUALIFICATIONS: CANDIDATES MUST MEET THE FOLLOWING REQUIREMENTS ON OR BEFORE THE LAST FILING DATE:

- A) Graduation from high school or possession of a high school equivalency diploma, OR
- B) Two years of experience in a technology office atmosphere, OR
- C) Equivalent combination of experience and training to indicate the ability to do the work.

WHAT THE JOB IS LIKE: The work involves secretarial and routine office management functions with considerable leeway allowed for the exercise of independent judgement as the situation demands. Duties accomplished in accordance with established rules, regulations, policies and procedures. This class differs from that of other clerical staff by virtue of the increased level of administrative secretarial and technology related duties. Work performed under general supervision of Applicant Support Manager. Does related work as required. Must have the ability to manage time efficiently; work on multiple, simultaneous projects and deadlines; and the ability to work under pressure in a fast-paced technology environment to meet deadlines. Maintain a reliable and dependable attendance record.

Subjects of examination: A written test designed to evaluate knowledge, skills and/or abilities in the following areas:

1. Name and number checking

These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

2. Operations with Letters and Numbers

These questions test for skills and abilities in operations involving alphabetizing, comparing, checking and counting. The questions require you to follow the specific directions given for each question which may involve alphabetizing, comparing, checking and counting given groups of letters and/or numbers.

3. Customer service

These questions test for knowledge of techniques used to interact with other people, to gather and present information, and to provide assistance, advise and effective customer service in a courteous and professional manner. Questions will cover such topics as understanding and responding to people with diverse needs, perspectives, personalities, and levels of familiarity with agency operations, as well as acting in a way that both serves the public and reflects well on your agency.

4. Working with office records

These questions test your ability to work with office records. The test consists of two or more sets of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of numerical data from several sources; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.

Use of calculators is allowed.

You should bring with you a hand-held battery-or solar-powered calculator for use on this test. You will not be permitted to use the calculator function of your cell phone.

Test guide:

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/testguides.cfm

NOTICE TO CANDIDATES: YOUR APPLICATION FOR THIS TEST IS PART OF THE EXAMINATION PROCESS.

APPLICATIONS MUST BE COMPLETELY FILLED OUT, WITH ALL PERTINENT INFORMATION STATED. THE CIVIL SERVICE OFFICE DOES NOT REFER TO OTHER APPLICATIONS ON FILE FOR ADDITIONAL INFORMATION. APPLICATIONS WHICH DO NOT SHOW TRAINING AND/OR EXPERIENCE TO MEET MINIMUM QUALIFICATIONS WILL BE DISAPPROVED.

ALL CANDIDATES ARE REQUIRED TO BRING PHOTO IDENTIFICATION OR EMPLOYEE BADGE. IF YOU DO NOT HAVE A PHOTO ID, YOU MUST PROVIDE TWO DOCUMENTS SHOWING YOUR SIGNATURE.

SPECIAL TESTING ARRANGEMENTS: If you require particular accommodations or special testing arrangements as a Saturday Sabbath observer, disabled person, alternate test date candidate (in accordance with alternate test date policy), or an active military member away from the area on the test date, clearly indicate this on your application. All such requests must be supported by appropriate documentation.

Announcements and applications are available at www.middleton-ny.com

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.

Joseph G. Masi, Executive Administrator
Middleton Civil Service Commission

Date of Issue: January 13, 2022

**GENERAL INFORMATION
PLEASE READ CAREFULLY**

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Law, Rules and Regulations. The passing grade for this examination is 70.

APPLICATIONS: For an application, send a stamped, self-addressed business size #10 envelope to the Middletown Civil Service Commission, 16 James Street, Box 5, Middletown, NY 10940. Applications and announcements are also available at www.middletown-ny.com

HOW TO APPLY: The application is part of the testing process: it must be completely filled out, with all pertinent information provided, or disapproval may result. Completed applications should be received no later than the last filing date shown on the front of this announcement. The Civil Service Office does not acknowledge receipt of applications and does not accept responsibility for non-delivery or postal delay. **THE CIVIL SERVICE COMMISSION DOES NOT REFER TO OTHER APPLICATIONS OR DOCUMENTATION ON FILE FOR ADDITIONAL INFORMATION.** Applications which do not show training and/or experience to meet minimum qualifications will be disapproved. False or deliberately exaggerated statements may result in disqualification. Do not submit a resume in lieu of an application. Ambiguity and vagueness will not be resolved in your favor. If your application is disapproved, you will be so notified and given an opportunity to submit qualifying information. Failure to furnish such information or other requested information within the time frame specified may be cause for disapproval.

APPLICATION PROCESSING FEE: An application fee as specified on the front of this announcement must accompany your application. Send a **money order, payable to the MIDDLETOWN CIVIL SERVICE COMMISSION. Do not send cash or personal check. As application fees are not refundable,** 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.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several **local jurisdictions** (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date, so they can make arrangements for taking all tests at one test site. Provide each jurisdiction with a list of all jurisdictions where you have made an application; indicate by each jurisdiction, the number and title of all examinations for which you have applied and note your preference of examination center.

If you have applied to take a local examination and a **State** examination on the same date, contact the local jurisdiction only, providing the number and title of all examinations for which you have applied. Do not contact the State Department of Civil Service. All examinations for positions in State government will be held at a State examination center.

SPECIAL REQUEST FOR MAKE-UP EXAM DUE TO ACTIVE MILITARY DUTY: A make-up test will be available for written, physical agility or any medical exams necessary to be placed on an eligible list for persons who are in the active military. A person eligible for a military make-up test does not have to wait until discharge from active duty to take the test. Applicant must submit to this office a copy of military order, DD 214, or other official military document that substantiates active military service PRIOR to the make-up test.

REASONABLE ACCOMMODATIONS/SPECIAL ARRANGEMENTS/ALTERNATE TEST DATES/MILITARY PERSONNEL: If you require reasonable accommodations as a disabled person, or special testing arrangements as a Saturday Sabbath observer, alternate test date candidate (in accordance with Alternate Test Date Policy), or an active member of the military away from the area on the scheduled test date, clearly indicate this fact on the application. All such requests must be supported by appropriate documentation.

VERIFICATION OF QUALIFICATIONS: In reviewing applications, where a year or more of experience is minimally required, a tolerance of one month is allowed in meeting said experiential requirements. Full-time experience is based upon a thirty (30) hour work week. Part-time experience is pro-rated. Unpaid, verifiable volunteer experience may be substituted for an equivalent amount of the required experience unless the minimum qualifications state otherwise. To be credited as experience of the type specified in the qualifications, the major function and primary emphasis of the duties performed must be of that type. Duties incidental to a person's job may not be credited. The Middletown Civil Service Commission may refuse to examine an applicant or, after examination, to include a candidate on the eligible list, or may remove or restrict from the eligible list an applicant who is found to lack any of the established requirements for admission to the exam or for appointment from the resultant eligible list, or who has falsified or misrepresented any information submitted in the application.

CREDENTIALS: Photocopies of necessary licenses, certificates, etc. must be submitted to this office prior to the establishment of eligible list, whenever possession of such credentials is required. A photocopy of a degree is acceptable as proof of college education. When a degree has not been earned, or a photocopied diploma cannot be produced, or when a specific major or courses are required, verifiable transcripts are acceptable. Thirty (30) credit hours equal one year of college in evaluating a candidate's qualification.

ADMISSION TO EXAM: Accepted candidates will be notified by letter approximately one week prior to the exam date when and where to appear for the exam. You should call this office if you do not receive a notice three days prior to the exam. You may not be admitted to the exam room without official notice, or more than one half hour after the exam has begun. Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery operated calculators. Devices with typewriter keyboards such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICT: Per Chapter 180 of the Laws of 2000 and by the Regulations of the Commissioner of Education, to be employed in a position by a school district or BOCES involving direct contact with students, a clearance for employment from the State Education is required.

BACKGROUND INVESTIGATION: Applicants may be required to undergo extensive investigation of criminal history and background, which will include a fingerprint check, to determine suitability for appointment. Costs related to such investigation may be borne by the applicant. Failure to meet the standards of investigation may result in disqualification.

ELIGIBLE LIST: Eligible lists will be established on the basis of passing grades received by the candidates in the competitive portions of the examination. Medical, physical and other appropriate non-competitive qualifying tests may be conducted as the need for certification from the eligible list may require. The resulting eligible list will be used to fill appropriate vacancies as they occur in the agencies listed on the front of this announcement. Lists resulting from promotional exams are certified first.

VETERANS: Non-disabled and disabled war veterans who are eligible for additional credits added to an earned passing score must SUBMIT AN APPLICATION FOR VETERAN'S CREDITS WITH EACH APPLICATION FILED. IF A CANDIDATE WISHES TO CLAIM VETERAN'S CREDITS, HE/SHE SHOULD REQUEST AN APPLICATION FOR VETERAN'S CREDITS FROM THE MIDDLETOWN CIVIL SERVICE COMMISSION. IT IS THE CANDIDATE'S RESPONSIBILITY TO PROVIDE ALL PERTINENT INFORMATION, DOCUMENTATION AND PROOF OF WAR SERVICE (DD 214 FORM) IN ORDER TO RECEIVE VETERAN'S CREDITS. ALL COMPLETED FORMS, APPLICATIONS FOR VETERAN'S CREDITS AND YOUR DD 214 FORM MUST BE RECEIVED BEFORE THE ESTABLISHMENT OF THE ELIGIBLE LIST. If you claim credits as a disabled war veteran, you must be certified by the Veteran's Administration as being entitled to receive payments for service-connected disability rate at ten (10) percent or more, incurred during a "Time of War."

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 credit in examinations. 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 indicating that the service was in time of war as defined in Section 85 of the Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including the veteran's credit.

CHANGE OF ADDRESS: It is the candidate's responsibility to notify this office of any change of name and/or address. Please include the examination number on all correspondence.

ADDITIONAL CREDITS FOR 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.

EQUAL OPPORTUNITY: Federal and State law prohibits any discrimination in employment and promotion because of race, color, sex, national origin, marital status, religion, age, disability, arrest record or Vietnam era veteran status.

WARNING: Anyone found unlawfully possessing or disclosing questions or answers from civil service exams, or giving or taking test information from another candidate during the exam, or anyone found taking a civil service exam for someone else or enlisting another person to take an exam for another, will be subject to being disqualified from that exam and may be barred from taking any further exams with the Middletown Civil Service Commission and may be subject to other penalties as prescribed by law.

**For further information:
Middletown Civil Service Commission
City Hall, 16 James Street
Middletown, NY 10940
www.middletown-ny.com**