

PLEASE POST CONSPICUOUSLY

MADISON COUNTY DEPARTMENT OF HUMAN RESOURCES
138 NORTH COURT STREET / P.O. BOX 636
WAMPSVILLE, NEW YORK 13163
(315) 366-2341

#24600020 COMPUTER SUPPORT SPECIALIST
(Open Competitive)

DATE OF EXAMINATION:

Submission of Training & Experience Questionnaire
Completed by August 31, 2026

APPLICATIONS ACCEPTED UNTIL:

August 17, 2026

To apply for exams:

- Online: Go to <https://madison-portal.mycivilservice.com/exams>.
- By Mail: Applications can be downloaded from the Department of Human Resources website at: <https://www.madisoncounty.ny.gov/301/Human-Resources-Forms>.
- Applications must be received or postmarked by the application deadline. Carefully compare your qualifications against the minimum qualifications listed on the announcement and apply for only those examinations for which you clearly meet the required qualifications.

SALARY: Salary varies in those jurisdictions whose Civil Service is administered by the Madison County Department of Human Resources.

VACANCIES: The eligible list established as a result of this examination will be used to fill present and future vacancies as they occur in Madison County Departments, towns, villages, special districts and school districts, under the jurisdiction of the Madison County Department of Human Resources.

RESIDENCY: There are no residency requirements for this examination. Preference in certification may be given to successful candidates who have been legal residents of the jurisdiction in which appointment is to be made for at least one (1) month prior to the date of certification.

DISTINGUISHING FEATURES OF THE CLASS: This is a technical support position focused on adapting computers to departmental and user needs. The incumbent is responsible for adapting both computer hardware and software to meet the specific needs of the department or user and for troubleshooting, maintenance and repairing of computer hardware and software. The work is performed under the general supervision of a higher-level staff person or the department head with some leeway allowed for the exercises of independent judgment. Does related work as required.

MINIMUM QUALIFICATIONS: Either

- A. Possession of an Associate's degree, or higher, in Accounting, Business Administration, Computer Science, Information Technology or a closely related field; OR
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time, paid experience, or its part-time equivalent, in the operation of a computer which shall have involved diagnosing and/or preventive maintenance of hardware, software and related peripheral equipment; OR
- C. An equivalent combination of training and experience as outlined by the limits of (A) and (B) above.

NOTES:

1. Degree(s) 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/U.S. Secretary of Education. If your degree was awarded by an educational institution outside of the United States and its territories, the candidate 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>. Candidates will be required to pay the evaluation fee.
2. Satisfactory study in Computer Science, Information Technology or a closely related field in a college, or university accredited by a regional, national or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education may be substituted for the above experience on a year-for-year basis.
3. Certificate in Microsoft Office User Specialist (MOUS) may be substituted for six (6) months of experience.
4. Certification in Cisco, Microsoft Certified Systems Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Certified Database Administrator (MCDBA), Microsoft Certified Desktop Support Technician (MCDST), Network+, A+, or a closely related certification may be substituted for two (2) years of experience.
5. If the position involves the operation of a vehicle, possession of an appropriate New York State driver's license is required at the time of appointment and maintenance of said license for the duration of appointment.

ANTICIPATED ELIGIBILITY – EDUCATIONAL REQUIREMENTS: Applicants may be approved conditionally to take civil service examinations if the minimum educational requirement is met within twelve (12) months from the examination date. As proof of satisfactory completion of the minimum educational requirement, conditionally approved candidates are responsible for submitting appropriate documentation to the Madison County Department of Human Resources within twelve (12) months of taking the exam. Names of conditionally approved candidates will be restricted on the eligible list and will not be certified for appointment until appropriate documentation is received.

SPECIAL REQUIREMENT 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.

PRE-PLACEMENT PHYSICAL AND CONTROLLED SUBSTANCES SCREENING: When you are offered a permanent, full-time or permanent, part-time appointment at Madison County, the offer of employment will be contingent upon successful completion of a pre-placement physical and controlled substance screening prior to employment.

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

RATED EVALUATION OF TRAINING & 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 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: Help Desk, User Support, Network Administration, Data Communications, Telecommunications and Microcomputer Repair.

SPECIAL NOTE: The Training and Experience questionnaire will be conducted on the internet. Instructions for completing this questionnaire will be sent to all approved candidates after the last filing date for this examination. If you have not received these instructions **by August 21, 2026**, please contact this office. If you do not have internet access, arrangements will be made by our office to accommodate you. A paper copy of the questionnaire may also be requested from this office.

ADDITIONAL CREDIT: 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.

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 dates of their application for examination and the date of the establishment of the resulting eligible list. [Applications](#) for veteran's credit are available from this office. Veteran's credit can only be added to a passing score on the examination.

Candidates currently in the armed forces may 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 as defined in Section 85 of 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 veteran's credit.

THOSE REQUIRING RELIGIOUS ACCOMMODATIONS, DISABLED PERSONS AND MILITARY PERSONNEL CALLED TO ACTIVE DUTY: IF SPECIAL ARRANGEMENTS FOR TESTING ARE REQUIRED, INDICATE THIS ON YOUR APPLICATION FORM.

BE SURE TO ENTER YOUR SOCIAL SECURITY NUMBER ON YOUR APPLICATION WHEN YOU FILE AND ON THE EXAM AS THIS WILL BE USED AS YOUR IDENTIFICATION NUMBER FOR THE EXAMINATION.

ISSUED: **July 31, 2026**

Ryan D. Aylward
Madison County
Director of Human Resources

MADISON COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER