

CITY OF WATERTOWN, CIVIL SERVICE COMMISSION
245 Washington Street, Room 205
Watertown, New York 13601
www.watertown-ny.gov

Issued: April 1, 2026

ANNOUNCES AN OPEN-COMPETITIVE EXAMINATION FOR
Computer Support Technician
EXAM # 24469-020

FILING FEE: **\$15.00 non-refundable** fee. Cash or check or money order payable to City Comptroller accepted. Include examination number on your check. **Credit cards are ACCEPTED WITH ONLINE APPLICATIONS ONLY.** See general instructions regarding exceptions to the fee requirement. Applicants whose personal checks are returned for insufficient funds will be charged an additional fee..

LAST FILING DATE: Applications must be **received** no later than 11:59 PM **Thursday, April 30, 2026**

VACANCIES: The list will be used to fill vacancies as they occur in the Watertown City School District

SALARY: **\$19.00 per hour**

RESIDENCY REQUIREMENT: There is no residency requirement for this examination. Preference in appointment may be given to successful candidates who are residents of the City of Watertown in accordance with Section 23.4(a) of the New York State Civil Service Law and Rule VII(1) of the Municipal Civil Service Rules for the City of Watertown. To be eligible for appointment, an applicant must be a resident of Jefferson County or a contiguous county.

DUTIES OF THE POSITION: This is technical work that involves installing, configuring, troubleshooting and performing repairs on computers, printers and network devices in a school or school district. Additional responsibilities include providing support and assistance to end users by responding to helpdesk requests, troubleshooting technical issues and repairing computers and peripheral equipment. This position involves considerable contact and interaction with school staff and students. The incumbent of this position monitors and maintains the integrity of various installed networks, and may be responsible for maintenance and upgrade of virus software, user-data backups, malware and spam protection. Work is performed under general supervision. Supervision of others is not a responsibility of this position. **A complete job description is available from the Civil Service Commission.**

MINIMUM QUALIFICATIONS: Either

- A. Associates degree or sixty (60) college credits towards a degree in computer science or a related field in the computer technology field which must have involved computer maintenance and repair, hardware/software applications, and/or analysis; or
- B. Graduation from high school or possession of a comparable diploma and three (3) years of experience in the computer technology field which must have involved computer maintenance and repair, hardware/software applications and/or analysis; or
- C. An equivalent combination of training and experience as indicated in a) and b) above

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education, as a post secondary, degree granting institution.

A complete application for examination must be sent to the Office of the Civil Service Commission, address listed above, on or before the last filing date of April 30, 2026 at 11:59 PM. Approved candidates will be sent a notice containing directions to a website address needed to complete a Training and Experience Questionnaire.

NOTE: Candidates will not be able to claim any credit for training or experience gained after the last filing date.

The Training and Experience Questionnaire will be available on June 1, 2026. Approved candidates will be required to complete and submit this questionnaire between June 1, 2026 and midnight, June 30, 2026. Candidates who fail to submit a questionnaire by midnight, June 30, 2026, will not receive a rating.

Subject of the Examination

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:

- Help Desk
- User Support
- Microcomputer Repair

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 administrator.

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.

This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the New York State Civil Service Law and rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

GENERAL INFORMATION FOR CANDIDATES

HOW TO APPLY: Applications must be filed at the Watertown Civil Service Commission, Room 201B Municipal Building, 245 Washington Street, Watertown, New York. They may be obtained from www.watertown-ny.gov or from the Civil Service Office. Applicants must answer every question on the application and make sure it is complete in all respects. Incomplete applications will be disapproved. Falsification of any part of the application will result in disqualification. **Education and work experience must be documented on the application regardless if the candidate has elected to attach a resume.** All statements made by candidates in their applications are subject to verification. Applications **will not be accepted** past the last filing date of the examination.

APPLICATION FEE: A non-refundable application fee of \$15.00 (cash or check, credit cards accepted with online applications) is required for each examination for which you apply. Fees must accompany your application and are payable to the City Comptroller, Room 203 Municipal Building. No refunds will be made for any reason. If your application is disapproved, the fee will not be refunded. You should carefully review the announced minimum qualifications. Please make sure you meet the minimum qualifications before applying to any examination. Applicants whose personal checks are returned for insufficient funds will be charged an additional fee.

EXCEPTIONS TO FEE REQUIREMENT: Application fees may be waived for any candidate who is either an unemployed head of household or receiving Supplemental Security Income (SSI) or public assistance in the form of Safety Net (formerly Home Relief) or Family Assistance (formerly Aid to Dependent Children) from a state or local social service agency. Individuals wishing to claim this waiver must complete an Application Fee Waiver form available from the local Civil Service Office. Claims are subject to verification and if not supported by appropriate documentation are grounds for barring appointment.

VETERANS' CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veterans' credit available from the Civil Service Commission. Applications for veterans' credit may be submitted with your application for examination or at any time before the new eligible list is established. Candidates currently serving in the armed forces may apply for conditional veterans' credits in examinations. Candidates who apply for such credit must provide proof of military status. 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 New York State Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions. No credit may be granted after the new eligible list is established.

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 addition ten (10) 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 the City of Watertown, please inform the Civil Service Commission at the time you submit your application.

SABATH OBSERVERS/DISABLED CANDIDATES/MILITARY MEMBERS: Applicants whose religious beliefs 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 on their application. Candidates who are called to military service after filing an application should send requests for an alternate test date to the Watertown Civil Service Commission as soon as possible before the test date.

MEDICAL EXAMINATIONS: Candidates may be required to have a medical examination to determine capability of performing the duties of the position.

RATINGS REQUIRED: Unless the announcement states otherwise, this examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Laws, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to his examination.

ELIGIBLE LIST: The duration of the eligible list may be fixed for a minimum period of one (1) year up to a maximum period of four (4) years. As employment opportunities arise, appointments from the eligible list will be made from the top three candidates willing to accept appointment.

**The City of Watertown is an Equal Opportunity Employer and
as such offers equal opportunities for all qualified applicants with no
discrimination as to race, color, creed, sex, or national origin.**

CONTACT THIS OFFICE AT 315-785-7733 WITH ANY QUESTIONS. BE SURE TO FILE YOUR APPLICATION PROMPTLY.
THIS ANNOUNCEMENT IS AVAILABLE ON THE INTERNET AT: www.watertown-ny.gov