Department of Human Resources & Civil Service

Open Competitive Training & Experience Exam Announcement
Please Post Conspicuously

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USI-0101-27 User Support Instructor

Examination Date: **January 1, 2027** – This exam will be administered online. All candidates who meet the minimum qualifications will be sent further details on this date.

Application Deadline: **December 2, 2026** – Applications must be submitted online or filed in our office by 5PM or postmarked by this date.

Who May Apply: **Qualified applicants**

Salary: **$16.00 - $22.25 hourly (BOCES #1)**
$50,000 annually (Greece Central School District)
$20.00 - $27.00 hourly (Honeoye Falls-Lima Central School District)
Varies with other agencies

Employment Opportunities: The **Greece** and **Honeoye Falls-Lima Central School Districts** each have **one (1)** position currently held by provisionally appointed employees, who may be appointed on a permanent basis if found reachable on a civil service list established as a result of this exam.

The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.

Minimum Qualifications:
Candidates must meet the following minimum requirements on or before the date of the written exam:
Graduation from high school or possession of an equivalency diploma, plus EITHER:

(A) Graduation with a Bachelor's degree in Information Technology, Computer Science, or a closely related field; OR,

(B) Graduation with a Bachelor's degree, plus one (1) year paid full-time or its part-time equivalent* experience that involved training and supporting a minimum of two (2) or more software packages; OR,

(C) Graduation with an Associate's degree in Information Technology, Computer Science, or a closely related field, plus two (2) years paid full-time or its part-time equivalent* experience as described in (B) above; OR,

(D) Graduation with an Associate's degree, plus three (3) years paid full-time or its part-time equivalent* experience as described in (B) above; OR,

(E) Five (5) years paid full-time or its part-time equivalent* experience as described in (B) above; OR,

(F) An equivalent combination of education and experience as defined by the limits of (A), (B), (C), (D), and (E) above.

NOTE: Your degree 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 the United States and its territories, you 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. You must pay the required evaluation fee.

Monroe County government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation or national origin.
An Equal Opportunity Employer

Anticipated Eligibility – Age and Educational Requirements:
According to Civil Service Law, section 54 which became effective September 4, 2024, applicants who are within 12 months of meeting the minimum age or attaining the minimum educational requirements following the date of examination, may take the civil service exam, but will be restricted from certification until such a time that the minimum age or educational requirements are met. **Candidates will be required to provide proof of qualifying education and/or age within 12 months of exam date in order to be eligible for appointment from a certified list.**

Special Requirements:
If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Candidates will be required to pass a pre-employment drug test for employment with Monroe County Government.

***** part-time equivalent experience is as follows:
0-9 hours per week = no credit
10-19 hours per week = 1/4 (one-quarter) of full-time work
20-29 hours per week = 1/2 (one-half) of full-time work
30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

Residency Requirement:
There is no residency requirement to participate in the examination.

Description of Duties:
This is a training position in a central data processing department responsible for assisting users in the selection and implementation of more complex software packages by teaching the users the fundamental concepts of the new software and demonstrating actual operation of the package on the user's equipment. The employee is also responsible for developing applications to suit agencies' needs within software limitations. The User Support Instructor conducts group sessions or works on a one-to-one basis in providing this support service to the various departments and contracted agencies on line. Work is performed under general supervision of the User Support Coordinator or other higher-level staff member, with wide latitude allowed in the structuring of lessons. Supervision of others is not a responsibility of this class.

Scope of Examination:
The examination will consist of a rated evaluation of training and experience test.

Rated Evaluation of Training and Experience:
All candidates who meet the minimum qualifications will be sent a letter directing them to a web-site to complete a questionnaire that asks for specific facts about 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
Business/Systems Analysis
Web Site Development
Microcomputer Repair

This examination 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 the New York State Civil Service Rules and Regulations dealing with the rating of examinations will apply to this examination.

- BASIC CIVIL SERVICE INFORMATION -

Applications:
If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Note:
Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Eligible List:
Successful candidates will have their names placed on an eligible list for this title in order of their rating, regardless of the date on which they take the test. Candidates' scores from the different testing dates may be interfiled. The names of the successful candidates will remain on the eligible list for at least one (1) year to fill present and future vacancies.

Certifications and Appointments:
The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

Background Investigation:
Applicants will 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 Requirement for Appointment in School Districts and BOCES:
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 or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Veteran's Credits:
Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with Veterans Affairs. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

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 must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Special Arrangements for Examination:
If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)], if you have a disability that requires special accommodations for you to participate in an examination, or if you require any other kind of special accommodations, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:
Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a cross-filer form.**

Candidates taking more than one (1) exam in **different** exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Candidates taking more than one (1) exam in the **same** exam series will be allowed up to the specified length of time for each exam. Example: If you are taking two (2) exams in the same series with a maximum time of five (5) hours for each exam, you can spend no more than five (5) hours to complete both exams.

Admission to Examination:
All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date.

If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: November 9, 2026