



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES AN OPEN COMPETITIVE TRAINING AND EXPERIENCE EXAMINATION FOR:

Title: Microcomputer Software Assistant

Number: 24442020

Salary: \$45,000-66,000 – Salary will vary with each municipality/school district

Final Application Filing Date: 04/15/2026

Applications Accepted Until: 04/15/2026

Applications postmarked 04/15/2026 will be accepted.

Applications accepted until 4:30 p.m. Monday through Friday.

**Administration of an exam does not imply a vacancy exists.**

**A \$15.00 fee and examination application are required for each separately numbered examination:** Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to “Commissioner of Finance” with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

**VACANCY:** The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in all units under the jurisdiction of the Dutchess County Department of Human Resources.

**MINIMUM QUALIFICATIONS:** On or before April 15, 2026, to be eligible for this examination, applicant must meet the following minimum qualifications:

Graduation from high school or possession of a high school equivalency diploma and:

EITHER: (A) Associate's degree in computer science or a closely related field AND one (1) year of full-time work experience which primarily involved the use, configuration and customization of personal computer software for word processing, database management and spreadsheet applications;

OR: (B) Two (2) years of the work experience as described above;

OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

**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.

**NOTE:** Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

**SPECIAL REQUIREMENTS:**

1. An appointing authority may require the possession of a valid New York State Driver License at time of appointment.
2. Candidates must be able to transport and place data processing equipment generally weighing up to 50 pounds.

**DUTIES:** This is a technical position designed to assist a variety of users with both computer problems and more complex software operations. The employee typically operates a help line and serves two primary functions: directly assisting other employees in the use of personal computer software and routine operating problems, and gathering information on more complex problems in order to dispatch the appropriate technical staff. In addition, the incumbent performs a wide variety of ancillary and administrative duties to support the unit, including maintaining records, performing data management tasks, assisting in training of staff, and assisting in the transport and installation of equipment and software. Work is performed under the general supervision of higher level staff. Supervision of others is not a normal function of the position. **EXAMPLES OF WORK**

**(Illustrative Only):** Serves as the help desk operator, assisting computer users with software and more routine hardware and network problems, or gathering sufficient information to refer more intricate problems to the proper technical staff; initiates work orders for response by other technical staff to install equipment, to resolve hardware and software problems, or to relocate equipment or upgrade computers and peripherals; performs conversion of data from one system to another (i.e., paper to disk / tape, database to spreadsheet, word processing package to another word processing package); creates and runs reports from PC database applications as needed to monitor activity, identify problem areas, verify billing, etc.; completes routine user security change requests; assists users with non-technical matters (i.e., ordering supplies, moving or arranging for relocation of equipment); participates in the training of users; performs field work including the transportation and placement of equipment and the direct assistance of users; maintains inventories and keeps records of hardware, software, licenses, warranties, contracts, forms and supplies, and distributes reports as needed; maintain documentation of hardware and software configuration, daily scheduled jobs and computer utilization; performs routine LAN administration such as password changes, network printer/queue setups, resolution of printing problems; configuration and use of various system/utility software packages to perform remote troubleshooting and problem resolution, remote desktop imaging, tracking of operating system level activity, etc.; installation of PC and network application software; does related work as required.

**SUBJECT OF EXAMINATION:** The examination will consist of a rated evaluation of training and experience. Candidates must first complete the examination application and submit it to the Dutchess County Department of Human Resources on or before the last filing date of April 15, 2026. Approved candidates will be emailed or mailed (depending upon the contact preference you indicate on your application) directions to a website address needed to complete a Training and Experience Questionnaire.

The Training and Experience (T&E) Questionnaire will be available on May 15, 2026, and approved candidates will be required to complete and submit this questionnaire between May 15, 2026, and 11:59 PM June 15, 2026. Candidates will not be able to claim any credit for training and experience to be gained after the application filing deadline of April 15, 2026.

**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

APPLY ONLINE AT [WWW.DUTCHESSNY.GOV/JOBS](http://WWW.DUTCHESSNY.GOV/JOBS)

SEE REVERSE

IMPORTANT\*\*\*\*\*

\*\*\*\*\*IMPORTANT  
ISSUED: 03/20/2026

**FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE  
AT <https://dutchess-portal.mycivilservice.com/> or [dutchessny.gov/jobs](http://dutchessny.gov/jobs)**

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 Rules and Regulations.

**RETURNED CHECK FEE:** A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

**FINGERPRINTING:** An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

**COLLEGE CREDITS AND/OR DEGREE:** Your degree or college credit 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.

**VETERANS:** Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans' credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans' application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 (Member 4 Copy) must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

**ADMISSION TO EXAMINATION:** Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements.

Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score.

**If you do not receive a notice regarding the Training and Experience Questionnaire three days prior to the first date the questionnaire will be available, call the Dutchess County Department of Human Resources immediately at 845-486-2169.**

**CHANGE OF ADDRESS:** Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

**RESIDENCE PREFERENCE:** Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

**NOTE:** 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.

**APPLICATIONS:** May be obtained online at [www.dutchessny.gov](http://www.dutchessny.gov), by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).