



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

Title: Microcomputer/Word Processing Support Assistant (Schools)

Number: 24441020

Salary: \$45,000-55,000 – Salary will vary with each 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;

OR: (B) Two (2) years of full time paid work experience which primarily involved the use, configuration and customization of personal computer software for word processing, database management and spreadsheet applications;

OR: (C) An equivalent combination of education, training and experience as defined by the limits of (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. Candidates must be able to transport and move computer equipment generally weighing up to 50 pounds.
2. Possession of a valid New York State Driver License.

**DUTIES:** This is a technical position in a computer center which requires extensive user contact in the training and use of selected equipment. The work involves assisting in the development, implementation and maintenance of automated systems in school districts. The systems include the use of word processors, microcomputers and other equipment. Depending upon assignment, employees may be required to also use mini or mainframe computers and operating systems may vary depending upon equipment. Work is performed under the general supervision of a higher level employee. Supervision is not normally a function of the position.

**EXAMPLES OF WORK (Illustrative Only):** Trains users in the use of computer/word processing hardware and software; receives telephone inquiries and provides users with assistance in the operation and uses of computer/word processing hardware and software; assists in the development and implementation of assigned systems; evaluates assigned computer/word processing hardware and software and makes recommendations to a higher level employee; visits user installations and uses equipment to backup files; receives, tests and modifies computer configuration prior to installation; installs and moves equipment; handles routine maintenance problems and contacts vendors for service on equipment, when necessary; assists in the development of, or may independently develop, user education courses for supported software products; assists in website maintenance; supports software installation, use of software and backup files; maintains inventory and service contracts of installed software and hardware components; assists in the production of graphs and charts using appropriate hardware and software.

**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
- Network Administration
- Data Communications
- Telecommunications
- Business/Systems Analysis
- Microcomputer Repair

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](https://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](https://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).