

**WARREN COUNTY DEPARTMENT OF HUMAN RESOURCES
CIVIL SERVICE ADMINISTRATION
Announces
OPEN COMPETITIVE EXAMINATION
For
COMPUTER HELP DESK TECHNICIAN II**

LAST FILING DATE: September 18, 2026

EXAMINATION #: 24665020

**NON-REFUNDABLE \$7.50 APPLICATION FEE REQUIRED
CHECK OR MONEY ORDER ONLY – NO CASH; Payable to Warren County Treasurer
Fee Waiver Available to Qualifying Applicants**

LOCATION/ VACANCIES: This exam is being held to establish an eligible list to be used for vacancies as they may exist or occur in any agency administered by Warren County Civil Service.

SALARY: Varies by agency.

RESIDENCY: Candidates must have been legal residents of Warren County or a contiguous county (Essex, Hamilton, Saratoga or Washington) for at least four (4) months immediately preceding the date of the exam. Preference in appointment may be given to successful candidates who meet the residency requirements in the jurisdiction where the vacancy occurs in accordance with Civil Service Law and Rules.

MINIMUM QUALIFICATIONS:

- A) Associate's degree in computer science, computer technology or a closely related field and two (2) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support; or
- B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience, or its part-time paid equivalent, as a computer support specialist, network support specialist, microcomputer technician or equivalent position providing technical desktop computer and/or network support.

DUTIES: An employee in this position is responsible for coordinating and overseeing the daily operations and personnel assigned to the help desk. Duties include providing technical support for computer hardware and software, assisting with data networking activities, and training and assisting staff in the use of agency computer systems. Incumbents in this class train lower-level Help Desk Staff and act in a lead capacity by guiding, advising and informing them of help desk procedures. This position is distinguished from the Computer Help Desk Technician I title by the experience required, and the "lead role" provided over lower-level staff. Does related work as required.

SUBJECTS OF EXAMINATION: 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
Microcomputer Repair

NOTE: Approved candidates will be sent a Notice containing directions to a website address needed for completing questionnaire.

HOW TO APPLY: Applications and information may be obtained from the Warren County Human Resources - Civil Service Administration, or from the web site: <https://www.warrencountyny.gov/jobs>. Application/exam fee must be submitted to the Warren County Civil Service Administration before the close of business at 4:00p.m.

on the last filing date listed on the Examination Announcement. Applications received via U.S. Mail will be accepted only if postmarked on or before the last filing date. You are responsible for completing **ALL** sections of the official application. To receive credit for experience on a job, basic information such as address, name and title of supervisor, hours in the workweek, final salary, etc. must be shown. Ambiguity and vagueness **WILL NOT** be resolved in your favor.

APPLICATION FEE: An application processing fee as specified in this announcement must accompany the application. **CHECK OR MONEY ORDER ONLY** must be payable to **WARREN COUNTY TREASURER**. **DO NOT SEND CASH**. **YOU MUST LIST THE EXAM NUMBER ON THE CHECK OR MONEY ORDER**. You are responsible for comparing your qualifications with the minimum qualifications posted on this examination announcement. **THERE WILL BE NO REFUNDS** if your application is disapproved.

APPLICATION FOR FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving supplemental security income payments, or public assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency. **All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete the exam fee waiver and certification section on the application.**

VETERAN'S CREDITS: Veterans or disabled veterans who may be eligible for additional credits must check the appropriate areas on the application and also submit a separate application for veteran's credits and supporting documentation. Applications and information on veteran's credits may be obtained from the Warren County Human Resources - Civil Service Administration at <https://www.warrencountyny.gov/jobs>.

GENERAL INSTRUCTIONS AND INFORMATION

1. Application may be made using the Warren County Application for Examination or Employment Form, available at <https://www.warrencountyny.gov/jobs> or by contacting Warren County Civil Service at 518-761-6440.
2. Applicants must submit a complete application with regard to meeting the minimum qualifications and requirements for this examination. Incomplete applications will be disapproved. There will be no refund of the application fee should your application be disapproved.
3. Falsification of any part of the "Application for Examination or Employment" may result in disqualification and possible legal action. All statements made by applicants may be subject to verification.
4. Applicants seeking an alternate test date must submit an alternate test date form available at: <https://www.warrencountyny.gov/jobs> and supporting documentation along with your examination application.
5. For further information on veterans' credits eligibility, go to <https://www.warrencountyny.gov/jobs> or call 518-761-6440.
6. Eligible candidates will be notified of when and where to appear for the scheduled exam. If an application is rejected, due notice will be sent to the applicant.
7. Unless otherwise noted, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.
8. 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 exams will apply to this examination.
9. The eligible list established as a result of this examination will remain in force for at least one (1) year and may be extended by the Personnel Officer for a maximum of four (4) years. Changing conditions may make it necessary to certify future vacancies at higher or lower salaries than those announced.
10. Unless otherwise specified, the final rank order of the eligible list established as a result of the exam will be determined on the basis of the scores received on the written test, plus veterans and seniority credits where appropriate.
11. Candidates who fail the examination, or who fail to appear for the examination as scheduled, will be eliminated from further consideration.
12. It is the responsibility of the candidate to notify the Warren County Department of Civil Service of any

change in name and/or address. A Change of Address form can be found at <https://www.warrencountyny.gov/jobs>.

13. **Background Investigation:** Candidates may be subject to a thorough background investigation to determine suitability for appointment. Applicants may be required to authorize access to educational, employment, criminal history and/or other records check as part of such investigation. Applicants may be required to submit the necessary fees for the fingerprint processing, where required. Failure to meet the standards of investigation may result in disqualification.
 14. Pursuant to Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty are entitled to receive ten additional credits on an exam which may result in an original appointment in the municipality where the deceased parent served. Candidates eligible for additional credit should indicate this on their exam application.
 15. **EVALUATION OF POST-SECONDARY EDUCATION:** 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. Where a degree is required for minimum qualification, do not send transcript unless required on this announcement.
 16. **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.
 17. **PUBLIC SERVICE LOAN FORGIVENESS:** College graduates with student loans may be eligible to have part of their loan paid for after being employed in a full-time position at Warren County. Additional information is available at <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>
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ISSUED: 8/26/2026

Jackie Figueroa
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Warren County is an Equal Opportunity/Affirmative Action Employer

View all examination announcements online at: www.warrencountyny.gov/jobs