



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA  
Commissioner

## NOTICE OF EXAMINATION

### COMPUTER SPECIALIST (OPERATIONS) Exam No. 5055

**WHEN TO APPLY:** From: December 10, 2024  
To: December 30, 2024

**APPLICATION FEE: \$91.00**

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

**CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.**

**YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.**

#### WHAT THE JOB INVOLVES:

Computer Specialists (Operations), under supervision, with considerable latitude for independent action or the exercise of independent judgement, are responsible for providing management with state-of-the-art technical assistance in all aspects of data processing operations. They provide supervision or senior staff support of computer operations in a large-scale, multi-programmed mainframe computer environment, or within a large networked or multi-tier computer environment. All Computer Specialists (Operations) perform related work.

#### Special Working Conditions:

Computer Specialists (Operations) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

#### THE SALARY:

The current minimum salary is \$86,245 per annum. This rate is subject to change.

#### HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you will not receive a score.

**As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by December 30, 2025. The certification and experience requirements needed to qualify must be met by the last day of the Application Period (December 30, 2024).**

#### EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations **plus** a four-year high school diploma or its educational equivalent, **and** three years of satisfactory, full-time computer operations experience in a large-scale mainframe or multi-tiered computer environment, or three years of satisfactory data communications network experience in a mainframe or multi-tiered computer environment, **one year of which must have been in a project leader capacity or as a major contributor on a complex project;** or
2. A four-year high school diploma or its educational equivalent **and** five years of satisfactory full-time computer operations or data communications network experience as described in "1" above, **one year of which must have been in a project leader capacity or as a major contributor on a complex project;** or
3. A baccalaureate degree from an accredited college **and** four years of satisfactory full-time computer operations or data communications network experience as described in "1" above, **one year of which must have been in a project leader capacity or as a major contributor on a complex project;** or
4. Education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent **and** three years of satisfactory

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full-time computer operations or data communications network experience as described in "1" above, **one year of which must have been in a project leader capacity or as a major contributor on a complex project.**

**NOTE: If you have a certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, indicate the Name of the School, Number of Hours Completed, and the Date of Graduation in your Online Application System (OASys) Profile before you Final Submit your Education and Experience Exam in OASys.**

**In order to have your experience as a Project Leader or Major Contributor on a complex project accepted, you must have dedicated 50% of your time performing duties involving computer operations experience in a large-scale mainframe or multi-tiered computer environment or data communications network experience in a mainframe or multi-tiered computer environment as a Project Leader or Major Contributor. Experience in computer software development and maintenance, technical support, quality assurance (QA), or as an end user will not be accepted for meeting the minimum qualification requirements. Experience in hardware installation also will not be accepted, however, experience providing technical expertise in the planning, installation, modification and configuration of information technology systems or facilities is acceptable.**

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. This is required only if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation Guide in the Required Information section.

**You have until midnight Eastern time on the last day of the Application Period (December 30, 2024) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.**

**If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 30, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.**

**Residency Requirement:** City residency is not required for this position.

**English Requirement:**

You must be able to understand and be understood in English.

**Proof of Identity:**

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

## HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/faqs>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

### Manhattan

2 Lafayette Street  
17th Floor  
New York, NY 10007

### Brooklyn

210 Joralemon Street  
4th Floor  
Brooklyn, NY 11201

### Queens

118-35 Queens Boulevard  
5th Floor  
Forest Hills, NY 11375

### Staten Island

135 Canal Street  
3rd Floor  
Staten Island, NY 10304

### Bronx

1932 Arthur Avenue  
2nd Floor  
Bronx, NY 10457

**The DCAS Computer-based Testing & Application Centers will be closed on Wednesday, December 25, 2024.**

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov).

**Special Circumstances Guide:** This guide is located on the DCAS website at [https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf\\_c\\_special\\_circumstances\\_guide.pdf](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Application Centers. This guide gives important information about claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

**REQUIRED INFORMATION:**

1. **Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
2. **Education and Experience Exam:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (December 30, 2024) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 30, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

3. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. When you contact the evaluation service, ask for a **"document-by-document" (general)** evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last day of the Application Period (December 30, 2024).

**THE TEST:**

Your score will be determined by an Education and Experience Exam. You will receive a score of 70 points for meeting the education and experience requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

**If you have satisfactory, full-time experience as a project leader or as a major contributor on a complex project in computer operations or data communications in a large-scale mainframe or a large networked or multi-tiered environment for:**

**You will receive up to:**

At least 6 months but less than 12 months	3 points
At least 12 months but less than 18 months	6 points
At least 18 months but less than 24 months	9 points
At least 24 months but less than 30 months	12 points
At least 30 months but less than 36 months	15 points
At least 36 months but less than 42 months	18 points
At least 42 months but less than 48 months	21 points
At least 48 months but less than 54 months	24 points
At least 54 months but less than 60 months	27 points
60 months or more	30 points

**If you have satisfactory, full-time experience in computer operations or data communications, operating computer consoles or computer peripheral devices in a large-scale mainframe or a large networked or multi-tiered environment for:**

**You will receive up to:**

At least 6 months but less than 12 months	1 points
At least 12 months but less than 18 months	2 points
At least 18 months but less than 24 months	3 points
At least 24 months but less than 30 months	4 points
At least 30 months but less than 36 months	5 points
At least 36 months but less than 42 months	6 points
At least 42 months but less than 48 months	7 points
At least 48 months but less than 54 months	8 points
At least 54 months but less than 60 months	9 points
60 months or more	10 points

**Note:** In order to have your experience as a Project Leader or Major Contributor on a complex project accepted, you must have dedicated 50% of your time performing duties involving computer operations experience in a large-scale mainframe or multi-tiered computer environment or data communications

network experience in a mainframe or multi-tiered computer environment as a Project Leader or Major Contributor. Experience in computer software development and maintenance, technical support, quality assurance (QA), or as an end user will not be accepted for meeting the minimum qualification requirements. Experience in hardware installation also will not be accepted, however, experience providing technical expertise in the planning, installation, modification and configuration of information technology systems or facilities is acceptable.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation:  $21/35 \times 12 = 7.2$  months.

You will receive a maximum of one year of credit for each year you worked. Each year of experience will be credited under only one category which will be the highest appropriate category.

**Experience used to meet the minimum requirements cannot be used to gain additional credit.**

**You have until midnight Eastern time on the last day of the Application Period (December 30, 2024) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.**

**If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 30, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.**

**Experience must be obtained by the last day of the Application Period (December 30, 2024).**

#### **CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:**

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at [www.nyc.gov/ess](http://www.nyc.gov/ess)
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto:OASys@dcas.nyc.gov), by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address, and/or new telephone number.

#### **CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:**

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>

#### **THE TEST RESULTS:**

If you pass the Education and Experience Exam, your name will be placed in final score order on an eligible list, you will be given a list number, and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: <https://www1.nyc.gov/site/dcas/employment/civil-service-system.page>.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs) and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

#### **ADDITIONAL INFORMATION:**

**Selective Certification for Special Experience(s), Certification(s) and/or License:** If you have the experience, certification, and/or license listed below, you may be considered for appointment to positions requiring this experience, certification and/or license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience, certification and/or license. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your**

**experience, certification and/or license will be checked by the appointing agency at the time of appointment.**

1. **A/S 400 (AS4):** At least two (2) years of satisfactory, full-time experience in the operation of A/S 400 operating systems.
2. **Advanced Web Administration (AWA):** At least three (3) years of satisfactory, full-time experience in installation, configuration, implementation, maintenance and enhancement of Enterprise Web Analytics Systems (examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server), and/or at least five (5) years of satisfactory, full-time experience in installation, configuration, implementation, maintenance and enhancement of Enterprise Integration Bus and its related platforms (examples include, but are not limited to IBM WebSphere Broker, IBM MQ, IBM DataPower, WebLogic, iWay, Oracle BPM).
3. **AIX Server Administration (363):** At least five (6) years of satisfactory, full-time experience in AIX System administration. The experience must include, but is not limited to: configuration and administration of enterprise-class servers including IBM AIX 4.x, AIX 5.1, AIX 5.2, AIX 5.3, or AIX 6.1.4 or higher versions in large-scale data center operations support functions.
4. **Apple Operations Technical Support (AOT):** At least five (5) years of satisfactory, full-time experience in Apple systems support, including print, graphics and post-editorial support.
5. **Asset Management (108):** At least one (1) year of satisfactory, full-time IT Asset and Configuration Management experience in a large Microsoft Windows enterprise environment. Must have at least one of the following certifications: IAITAM Certification (CITAM, CSAM, CHAMP, CMAM, CITAD, CAMP), ITAM foundations or ITIL v3 foundations. Experience must include tracking and managing the lifecycle of an IT Asset from procurement, receiving and inventory management to deployment and retirement, using Asset Management and Discovery tools like BMC Remedy, AssetGen, ServiceNow, RedBeam, BMC SDE SupportMagic, Bladelogic, ADDM, Sciencelogic, ITOM Discovery.
6. **Backup Experience (BUE):** At least five (5) years of satisfactory, full-time experience as a full-time administrator of a large-scale backup software product such as NetBackup, Networker, TSM, Simpana, Data Protector or Avamar, or a backup administrator administering either SAN storage or a virtualization hypervisor platform, or both, and/or at least five (5) years of satisfactory, full-time experience in design, deployment, administration, and operations of Enterprise level SAN and NAS solutions (this experience must include all levels of the project lifecycle from architecting to deployment, to managing day-to-day operations, including troubleshooting Enterprise class data storage systems in multiple OS environments).
7. **Brocade Certified Fabric Administration (129):** Must have the Brocade Certified Fabric Administrator Certification from Network Appliance.
8. **Change Management (168):** At least one (1) year of satisfactory, full-time experience in a large-scale IT enterprise, coordinating infrastructure and application changes via a Change Advisory Board (CAB), deep understanding of various change management methodologies and tools (BMC SDE SupportMagic, Remedy & ServiceNow), experience in looking across the enterprise and integrating key information from various major change initiatives, ability to manage the lifecycle of a Change Request from inception to closure, ability to ask technical questions and ensure that there are no change conflicts and that back out plans are included, and experience in facilitating meetings and asking probing questions to identify risk.
9. **Computer Telephony Integration Systems Administration (CTI):** At least three (3) years of satisfactory, full-time experience in administering, supporting, designing, developing, installing, configuring, implementing, maintaining and/or enhancing Computer Telephony Integration systems. Examples include, but are not limited to: Genesys, PBX, Nortel or/and Avaya Telephony system IIS, Siebel, MS Dynamics, Oracle CRM and Salesforce, Unix, Linux and SQL.
10. **Continuous Process Improvement Management (216):** At least one (1) year of satisfactory, full-time experience developing and implementing enterprise wide IT processes for a large public organization. Experience must include working with business owners and subject matter experts to define process controls, develop system requirements for integration, and identify the inputs and outputs of other processes. Must have experience in building a process from the ground up and/or developing best practice assessments for the implementation of a continual process improvement.
11. **CRM Systems Administration (233):** At least three (3) years of satisfactory, full-time experience in administering, supporting, designing, developing, installing, configuring, implementing, maintaining and/or enhancing industry leading Customer Relationship Management (CRM) Systems. Examples include, but are not limited to: Siebel, MS Dynamics, Oracle CRM and Salesforce, Actuate and/or BI Publisher reports, Visual Studio, IIS, SQL Server, SSRS, XML/XSL/Web Services, Unix, Linux, and/or SQL.
12. **EMC Certified Storage Administration (ECS):** Must have the Storage Administrator Specialist (Isilon Solutions, SAN Solutions, VMAX Solutions and/or VNX Solutions) Certification from Network Appliance.
13. **Enterprise Management Systems (25J):** At least (5) years of satisfactory full-time experience working with monitoring and analysis tools including SNMP, Netflow, sFlow, Wireshark, SPLUNK, and/or ExtraHop. Must have basic experience in networking configuration and design; programming with PowerShell and C+; and experience in writing command line scripts to automate repetitive jobs. Must have at least (3) years of additional satisfactory full-time experience in UNIX/LINUX scripting (both installation and configuration); software applications development including analysis, coding, testing, deployment and support; hands-on experience with VMWare; and/or familiarity with Cloud Management Platforms, such as AWS, BJM, etc., and programming languages including Python, Perl, JavaScript, and Ruby.
14. **Enterprise Web Analytics Administration (25C):** At least three (3) years of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Enterprise Web Analytics Systems. Examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server.
15. **Firewall System Operations (279):** At least six (6) years of satisfactory, full-time experience maintaining responsibility for firewall operational security infrastructure through the identification and evaluation of security protection measures and controls around the technical operations infrastructure. In addition, must have been responsible for operations and maintenance of enterprise information security firewall controls and for ensuring that the appropriate operational security procedures are maintained for information systems programs and data.
16. **Genetec Video Management System (29L):** At least (2) years of satisfactory, full-time experience using Genetec Video Management Software. The experience must include configuration and administration of Omnicast and/or Security Center versions of Genetec products.
17. **UNIX Operating Systems Experience (UOS):** At least two (2) years of satisfactory, full-time experience in the operation of HP 9000 and/or IBM RS/6000 UNIX operating systems.

18. **Incident Management (42R):** At least one (1) year of satisfactory, full-time experience in a large-scale IT enterprise, coordinating infrastructure and application support teams to restore normal service operation as quickly as possible, managing entire incident lifecycle and processes in order to stabilize IT service delivery, driving incident management process, including root cause identification, outage and incident solution, change recommendation and coordination, risk determination, and ongoing communications. Must be able to facilitate calls and ask technical questions to clearly understand issues and articulate possible solutions. Must have a high-level technical background in LAN/WAN concepts, Virtual Machines, Oracle databases, Active Directory, LDAP directories, Windows/Unix Operating systems, Office 365 messaging systems, and procedures for service delivery in ITSM and ITIL.
19. **Information Technology Process Management (383):** At least five (5) years of satisfactory, full-time experience developing and implementing enterprise wide IT processes for a large public organization. This involves working with business owners and subject matter experts to define process controls, developing system requirements for integration, and identifying the inputs and outputs of other processes. Must have proven ability to build processes from the ground up and/or administer best practice assessments for the implementation of continual process improvement. Must be able to write highly technical and detailed content with exposure to all aspects of enterprise IT and telecommunications, as well as manage the planning and development, review, communication, training, and continual improvement of the process.
20. **Intrusion Prevention System Operations (416):** At least six (6) years of satisfactory, full-time experience monitoring an enterprise network, using an Intrusion Prevention System (IPS) Technology for malicious activities such as security threats and policy violations. In addition, using IPS technology to identify suspicious activity, log the information, attempt to block the activity, and then apply mitigation.
21. **IP Telephony Experience (TIE):** At least five (5) years of satisfactory, full-time hands-on and/or design experience working with Cisco Call Manager or Cisco Contact Center.
22. **IT Problem Management (42D):** At least one (1) year of satisfactory, full-time experience in a large-scale IT enterprise, managing a team of Problem Analysts/Support Problem Managers who manage the lifecycle of problems to stabilize IT service delivery and prevent reoccurrence that could impact critical systems. Must be able to ensure that identified problems, tasks and actions are documented in a post-mortem to prevent reoccurrences and that all process improvements and resulting change controls are implemented in a timely manner.
23. **ITSM Implementation, Release & Deployment Support (418):** At least one (1) year of satisfactory, full-time experience in IT release management, implementing technical infrastructure projects, including planning, scheduling and controlling the migration lifecycle of all new and changed assets from Test to Live environments. Must have experience in coordinating the Release Management process, working with multiple cross-functional service delivery teams to complete technical implementations, and managing the implementation, deployment and notification swiftly and accurately.
24. **LAN/WAN Network Engineering (422):** At least five (5) years of satisfactory, full-time experience with IP switched/routed based network; working knowledge of routing and switching (LAN/WAN), HSRP, GLBP, QOS multicasting, VLANs, VTP, NTP and load balancing; knowledge of IP addressing and subnetting (1Pv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; basic troubleshooting experience of Cisco hardware/OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches.
25. **Linux Engineering (DUL):** At least five (5) years of satisfactory, full-time experience with UNIX & Linux System administration/engineering, including but not limited to experience administering, structuring, architecting, and supporting multi-tier web-based systems that are highly available and capable of handling large throughput and concurrency; and experience with Veritas products including Cluster Server, Volume Manager, File System, and/or other clustering and replication technologies.
26. **Mainframe Operations Experience (MOE):** At least five (5) years of satisfactory, full-time experience in Mainframe Operations including a knowledge base in Jes2, Tso, Aoc, and production control batch experience working with IBM Workload Scheduler, Omegamon, Netview and mainframe console operations, and/or at least five (5) years of satisfactory, full-time experience in Mainframe Operations working with Jes2, Tso & Aoc, including a minimum of three (3) years of satisfactory, full-time experience as a Manager leading staff through testing and upgrading both software and hardware.
27. **Messaging & Collaboration Engineering (467):** At least five (5) years of satisfactory, full-time experience working with MS Exchange, MS SharePoint, MS Lync, Storage Devices (including NetApp and EMC), BES, Windows Server, Archiving Solutions (including Enterprise Vault), eDiscovery, Scripting languages such as vbscript, and PowerShell.
28. **Multi-Large-Scale System Support Management (477):** At least five (5) years of satisfactory, full-time experience in design, deployment, administration, and operations of Enterprise level SAN and NAS solutions. This experience must include all levels of the project lifecycle from architecting to deployment to day to day operations including troubleshooting Enterprise class data storage systems in multiple OS environments.
29. **Municipal Call Center Experience (MCC):** At least one (1) year of satisfactory, full-time Call Center experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.
30. **Municipal Government Experience (MGE):** At least one (1) year of satisfactory, full-time Municipal experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.
31. **MVS Operating Systems Experience (MOS):** At least two (2) years of satisfactory, full-time experience in the operation of MVS Z/OS and/or MVS/VM/ESA Operating Systems.
32. **NetApp Certified Data Administration (490):** Must have the NetApp Certified Data Administrator Certification from Network Appliance.
33. **Network Design Experience (NDE):** At least five (5) years of satisfactory, full-time experience working with TCP/IP subnetting including one (1) year of satisfactory, full-time experience working with the basic configuration of Cisco routers and switches, and/or at least five (5) years of satisfactory, full-time design experience working with a range of Cisco Catalyst and Nexus switches, routers, and F5 load balancers, with a minimum of two (2) years hands-on experience with BGP, and a minimum of three (3) years with OSPF routing protocols.
34. **Network Operations Management (515):** At least five (5) years of satisfactory, full-time experience managing an IP switched/routed wide area network consisting of 100 plus nodes. Must have working knowledge of switching/routing protocols, good understanding of load balancing and optical networking technologies, experience with Network Data Center Environments and Remedy and Clarity systems, proficiency with industry standard documentation application software (e.g. Microsoft



- Visio, Excel, Project etc.), and experience managing a group of six or more WAN network engineers.
35. **O/S 390 (OS3)**: At least two (2) years of satisfactory, full-time experience in the operation of O/S 390 operating systems.
  36. **Oracle DBA (580)**: At least five (5) years of satisfactory, full-time experience as an Oracle DBA implementing and managing Oracle RAC environments, implementing Grid Infrastructure release 11.2 or higher on a Unix/Linux environment, and/or ASM cluster Filesystem implementation/maintenance.
  37. **Service Desk Quality Assurance (SDQ)**: Experience must include several of the following: creation and maintenance of Quality Assurance forms, reports, and checkpoints; creation of a monthly report on department and individual performance; data collection and analysis of Quality Assurance performance; analysis and reduction of perennial issues and errors; data management; advance use of MS Excel, Word, and PowerPoint; providing performance feedback and conducting corrective action process.
  38. **ServiceNow Development (61M)**: At least three (3) years of satisfactory, full-time experience in analysis, design, development, implementation and maintenance of applications with ServiceNow ITSM platform.
  39. **Solution Architecture (626)**: At least three (3) years of satisfactory, full-time hands-on architectural experience in complex information technology assessments and implementations, such as experience in architecting complex large-scale systems incorporating packaged and custom applications. The experience must include knowledge of application architectures, enterprise architecture, release methodologies, project management, infrastructure support, production support, client/server applications, internet and intranet applications, operating systems (Solaris, Windows, etc.), database platforms (Oracle, Microsoft, IBM, etc.), desktop platforms, mobile platforms, web platforms, application frameworks (Java, .NET, etc.), content managers, portal products, application integration, and/or SOA development methodologies and environments.
  40. **SQL DBA (718)**: At least five (5) years of satisfactory, full-time experience in Microsoft SQL Server Administration and Development, including SQL Server Database performance management and tuning, database fault analysis and resolution, and effective Database Backup/Recovery strategy deployment.
  41. **Storage Engineering (SAN)**: At least five (5) years of satisfactory, full-time experience in Storage Area Network design, configuration and administration.
  42. **UNIX/LINUX Server Administration (DAX)**: At least five (5) years of satisfactory, full-time experience in UNIX/LINUX System administration, including, but not limited to in-depth installation, configuration, administration and tuning of enterprise class servers.
  43. **Vax/VMS (VAX)**: At least two (2) years of satisfactory, full-time experience in the operation of Vax/VMS operating systems.
  44. **VM Ware Engineering Experience (WEE)**: At least five (5) years of satisfactory, full-time experience in Converged Network Architectures, 10 GB, NFS and/or Cisco Nexus (1k,2k,5k,7k or higher), and/or at least five (5) years of satisfactory, full-time experience in virtualization technologies, including but not limited to vRA, vROPS, VCO, and NSX.
  45. **VTAM (VTA)**: At least two (2) years of satisfactory, full-time experience in the operation of VTAM operating systems.
  46. **Web System Administration (WSA)**: At least three (3) years of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Web-Content Management Systems (examples include, but are not limited to: Apache Web Server, Microsoft IIS, Tomcat, JBOSS, WebLogic, WebSphere, IBM MQ, iWay, FileNet, Documentum, TeamSite, Portal, and Siebel), and/or at least three (3) years of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Enterprise Integration Bus and its related platforms (examples include, but are not limited to IBM WebSphere Broker, IBM MQ, IBM DataPower, WebLogic, iWay, and/or Oracle BPM).
  47. **Windows Desktop Support Engineering (790)**: At least five (5) years of satisfactory, full-time experience in design, development, implementation, maintenance and enhancement of hardware, applications, operating systems and computer imaging in a Microsoft Windows environment. Examples include, but are not limited to: Microsoft Office Suite, Microsoft Operating Systems, Browser based applications (Siebel, .NET Framework, Java) Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, SCCM and/or Bladelogic Client Management.
  48. **Windows Systems Administration (792)**: At least five (5) years of satisfactory, full-time experience administering Windows servers in a large-scale environment with Windows 2003/2008/2012 Enterprise Server Platform or more recent version, Active Directory, Microsoft Clustering, and/or Remote Installation Services.
  49. **Workforce Management (807)**: At least two (2) years of satisfactory, full-time experience in IT, including experience with workforce management tools in large multi-platform environments (ITIL Certification is a plus) forecasting work volume, scheduling, staffing, tracking real time adherence and conformity, analyzing contact center performance real time and historically, and identifying opportunities to improve performance, driving continuous improvement efforts, managing the coordination of training for Service Desk staff, transforming a Helpdesk to a Service Desk environment; implementing a technical training program; implementing solutions to increase first call resolution rates, and/or developing a defined methodology surrounding departmental policies, processes and procedures.
  50. **Driver License (MVO)**: A motor vehicle Driver License that is valid in the State of New York. If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.

**The above Selective Certification requirements may be met at any time during the duration of the list.** If you meet the Selective Certification requirement at some future date, please submit a request by email to: [LMACustomerService@dcas.nyc.gov](mailto:LMACustomerService@dcas.nyc.gov) or by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your correspondence.

#### **Application Receipt:**

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

**Promotion Test:** A promotion examination for this title is being held for eligible employees. The names appearing on the promotion list will be considered first in filling vacancies.

**PENALTY FOR MISREPRESENTATION:**

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

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The General Examination Regulations of the Department of Citywide Administrative Services (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at [nyc.gov/dcas](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Application Centers.

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**For information about other exams, and your exam or list status, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)**