



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO COMPUTER OPERATIONS MANAGER Exam No. 5531

WHEN TO APPLY: From: November 6, 2024

To: November 26, 2024

APPLICATION FEE: \$82.00

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 Operations Managers, under various levels of managerial or executive direction, with varying degrees of latitude for independent initiative, judgment and decision-making, are responsible for managing and directing all aspects of the operation and maintenance of computers, data storage or related data/telecommunications equipment in an IT (Information Technology) unit.

All Computer Operations Managers perform related work and, in the temporary absence of their supervisor, may assume the duties of that position.

Special Working Conditions:

Computer Operations Managers will 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:

Salaries will be commensurate with the level of responsibility of the assignment. Salaries for promotions to managerial assignments will be consistent with the Managerial Pay Plan. Salaries for promotions to non-managerial assignments will be made in accordance with the collective bargaining pay plan.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the Department of Citywide Administrative Services who **on the last day of the application period:**

- holds a permanent (not provisional) competitive appointment in or appears on a Preferred List (see Note, below) for the title of Computer Associate (Technical Support), Computer Associate (Operations), or Computer Specialist (Operations) **and**
- is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If you are marked "Not Eligible," your application fee will not be refunded and you will not receive a score.

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Additionally, you must have served permanently in the eligible title for at least one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at 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 Monday, November 11, 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.

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 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 (November 26, 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 (November 26, 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.

THE TEST:

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam, you will receive a score of 70 points for meeting the eligibility 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 with the City of New York as a permanent (not provisional) Computer Associate (Technical Support), Computer Associate (Operations), and Computer Specialist (Operations) performing the duties of that title 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 with an employer other than the City of New York, performing in an administrative, managerial, executive or supervisory capacity in the areas of computer operations involving a large-scale mainframe, network, or multitier computer 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

Experience in an **administrative capacity** must include, but is not limited to, responsibilities such as: monitoring an IT budget; reviewing and approving IT procurement and invoice payments; reviewing and approving contracts with vendors; monitoring and approving IT projects; setting standards and best practices; risk evaluation (e.g., security, reputational, operational); organizational development; chairing or participating in IT Governance and Advisory committees; and/or overseeing vendor relationship management.

Experience in a **managerial capacity** must include, but is not limited to, responsibilities such as: strategic planning for an office/division; creating and implementing policies; setting standards and best practices; defining and documenting project scope; root cause analysis with recommendations; collaborating with other managers and executives to define future state of an IT program; and/or forecasting.

Experience in an **executive capacity** must include, but is not limited to, responsibilities such as: managing multiple groups, areas and/or divisions; formulating the organization's IT strategy/governance; formulating the organization's IT architectural strategy; developing, setting and enforcing the organization's IT policies; and/or developing the organization's IT budget.

Experience in the **supervision of staff** must include, but is not limited to, responsibilities such as: assigning work to staff; monitoring the performance of staff; reviewing the work of staff; training, mentoring and coaching staff; evaluating staff; disciplining staff; writing and administering performance evaluations to staff; and approving time and leave for staff.

The following types of experience are **not acceptable**: superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of a word processing package; use of a hand held calculator; data entry; operation of data processing hardware or consoles.

Each year of experience will be credited under only one category which will be the highest appropriate category.

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 have until midnight Eastern time on the last day of the Application Period (November 26, 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 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 (November 26, 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 (November 26, 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
- 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
- Submit a written request by email at 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 and are marked eligible, 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 promotion. If you meet all requirements and conditions, you will be considered for promotion 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 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, and/or Certificate:

If you have the experience, and/or certificates listed below, you may be considered for promotion to positions requiring this experience, and/or certificates through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience, and/or certificates. If you wish to apply for Selective Certification, follow the onscreen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification(s) and Final Submit it in the Online Application System (OASys). **Your experience and/or certificates will be checked by the promoting agency at the time of promotion. Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective Certification. If you are promoted through Selective Certification, the certificates must be maintained for the duration of your employment.**

1. **Apple Operations Technical Support (AOT):** At least five (5) years of full-time satisfactory experience supporting Apple systems, including print, graphics and post-editorial support.
2. **Backup Administration (119):** At least five (5) years of full-time satisfactory experience as an administrator of a large scale backup software product such as NetBackup, Networker, TSM, Simpana, Data Protector or Avamar, or five (5) years as a part time backup administrator with the remaining time spent administering either SAN storage, a virtualization hypervisor platform, or both.
3. **Broadband Management (BBM):** At least two (2) years of full-time satisfactory experience including broadband technology project management, operations, documentation of programs and processes; technical operations resources, connective devices and related resources.
4. **Brocade Certified Fabric Administration (129):** A valid certification as a Brocade Certified Fabric Administrator from Network Appliance.
5. **Certified GIAC Certification (29X):** A valid certification from GIAC and two (2) years of full-time satisfactory cybersecurity experience.
6. **Certified Information Security Manager Certification (400):** A valid certification as a Certified Information Security Manager (CISM) from the Information Systems Audit and Control Association (ISACA).
7. **Cisco Certified Network Associate Certification (15C):** A valid certification as a Cisco Certified Network Associate (CCNA).
8. **CompTIA Security+ Certification (230):** A valid CompTIA Security+ Certification and two (2) years of full-time satisfactory cybersecurity experience.
9. **Computer Telephony Integration Systems Administration (CTI):** At least five (5) years of full-time satisfactory experience in administering, designing, developing, implementing, maintaining and/or enhancing Computer Telephony Integration systems and its related platforms. Examples include, but

- are not limited to: Genesys, PBX, Nortel or/and Avaya Telephony system IIS, Oracle Siebel, MS Dynamics, Oracle CRM, and Salesforce with strong knowledge of Unix, Linux and SQL.
10. **Customer Relationship Management (CRM) Systems Administration (233):** At least five (5) years of full-time satisfactory experience in administering, designing, developing, implementing, maintaining and/or enhancing industry leading CRM Systems and its related platforms. Examples include, but are not limited to: Oracle Siebel, Microsoft Dynamics, Oracle CRM, Salesforce, Actuate and/or BI Publisher, Visual Studio, IIS, SQL Server, SSRS, XML/XSL/Web Services with strong knowledge of Unix, Linux and SQL.
 11. **Cyber Security (221):** At least five (5) years of full-time satisfactory experience in Cyber Security related technologies.
 12. **EMC Certified Storage Administration (VMAX Solutions Specialist) (24C):** A valid certification as an EMC Certified Storage Administrator Specialist (VMAX Solutions) from Network Appliance.
 13. **EMC Certified Storage Administration (VNX Solutions Specialist) (24D):** A valid certification as an EMC Storage Administrator Specialist (VNX Solutions) from Network Appliance.
 14. **EMC Certified Storage Administration (SAN Specialist) (24B):** A valid certification as an EMC Storage Administrator Specialist (SAN Solutions) from Network Appliance.
 15. **EMC Certified Storage Administration (Isilon Specialist) (24E):** A valid certification as an EMC Storage Administrator Specialist (Isilon Solutions) from Network Appliance.
 16. **Enterprise Identity Access Management (23L):** At least two (2) years of full-time satisfactory experience in provisioning, monitoring, and auditing all types of system access.
 17. **Incident Command Structure Certification (ICS):** A valid Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.C, IS-200.C, IS-700.B or IS-800.D certificate.
 18. **Incident Response Management (382):** At least five (5) years of full-time satisfactory supervisory experience in the management of cybersecurity incidents as part of a 24x7 operation. Experience must include: identifying, capturing, containing, and reporting malware; categorizing types of vulnerabilities and associated attacks; establishing mitigation, preparedness, and response and recovery approaches; maximizing preservation of property, and information security.
 19. **Intrusion Prevention System Operations (416):** At least five (5) years of full-time satisfactory experience monitoring an enterprise network using 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 information, attempt to block the activity, and then apply mitigation.
 20. **IP Telephony Design and Engineering (386):** At least five (5) years of full-time satisfactory hands-on design and engineering experience with Cisco Call Manager, Cisco Contact Center, configuring Voice Gateways, dial-plans and H.323 protocols.
 21. **IT Project Management (42B):** At least six (6) years of full-time, satisfactory experience consisting a combination of: (a) IT project management experience implementing packaged or custom built applications, systems, major system components, or integrations between multiple applications or system components; including deployment to, or provisioning of, physical, virtual, or cloud-based hosting; (b) experience managing multi-disciplinary teams including Business Analysts, Developers, Server Engineers, Network Engineers, Security Engineers, Quality Assurance Testers, and Support Engineers in a matrixed environment; and (c) experience with project management, project portfolio management, and IT Service Management tools such as MS Project, CA Clarity, and BMC Remedy. Acceptable application development projects include enterprise-class technologies such as but not limited to: HTML5, Java, Spring, .Net, Oracle, SQL server, MQ, Web Services, ETL, and specific product stacks such as Oracle WebLogic, JBOSS, Azure, AWS Elastic Beanstalk, Docker, OBIEE, Informatica, Socrata, Documentum, Law Manager, MS Dynamics CRM, MS SharePoint, and mobile technologies such as IOS and Android development.
 22. **Information Security Compliance and Audit Administration (39A):** At least five (5) years of full-time satisfactory experience documenting and drafting security artifacts such as policies, standards, processes and procedures; analyzing and implementing risk and compliance management frameworks, policies, standards and best practices in support of the Information Security Governance, Risk Management and Compliance Programs; reviewing operating procedures, system security, programming controls, communication controls, backup and disaster recovery, and system maintenance.
 23. **Information Technology Infrastructure Library Foundation Certification (39E):** A valid Information Technology Infrastructure Library (ITIL) Foundation certification from Axelos.
 24. **IT Systems Integration Services (IDD):** At least five (5) years of full-time, satisfactory experience working with large complex system integration initiatives valued at \$10M or more and professional/vendor certification in information technology.
 25. **Linux Engineering (DUL):** At least five (5) years of full-time satisfactory 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; experience in Veritas products including Cluster Server, Volume Manager, File System/other clustering & replication technologies, UNIX performance tuning; and understanding of Java 2 Enterprise Edition (J2EE) application development concepts.
 26. **Mainframe Operations (46B):** At least five (5) years of full-time satisfactory experience in Mainframe operations including a knowledge base in JES2, TSO, and AOC, and production control batch experience working with IBM Workload Scheduler, Omegamon, Netview and mainframe console operations.
 27. **Messaging & Collaboration Engineering (467):** At least five (5) years of full-time satisfactory 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. **Microsoft Azure Certification (ACM):** A valid Microsoft Azure Certification from Microsoft.
 29. **Microsoft 365 Fundamentals Certification/Credential(s) (MFC):** A valid certification based on role of position and specific skill base, showcasing proficiency in Microsoft 365.
 30. **Multi-Large Scale System Support Management (477):** At least five (5) years of full-time satisfactory experience in design, deployment, and maintenance of Enterprise level SAN and NAS solutions. This experience must include all levels of the project life cycle from architecting to deployment to day to day operations, including troubleshooting Enterprise class data storage systems in multiple OS environments.
 31. **Mobile Device Management (MDM):** At least five (5) years of full-time satisfactory experiencing managing a large portfolio of mobile devices using MDM or UEM software such as Ommissa Workspace One or equivalent, including but not limited to, implementation of an MDM platform, setting up and configuring new devices, device profiles, device security settings, access control,

- device lifecycle management and application management.
32. **Municipal Information Technology Experience Selective Certification (ITM):** At least one (1) year of full-time satisfactory Information Technology experience working for a municipal government in a similar position, which provides services for a city with over 1 million in population.
 33. **NetApp Certified Data Administrator (NCDA) Certification (490):** A valid certification as a NetApp Certified Data Administrator (NCDA) from Network Appliance.
 34. **Network Design and Engineering (51C):** At least five (5) years of full-time satisfactory hands-on design and engineering experience with Cisco Catalyst and Nexus range of switches; routers and F5 load balancers; BGP and OSPF routing protocols; and working with TCPIP subnetting.
 35. **Network Operations Management (515):** At least five (5) years of full-time satisfactory 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, 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.
 36. **Oracle DBA (580):** At least five (5) years of full-time satisfactory experience as an Oracle DBA implementing and managing Oracle RAC environments, Grid Infrastructure release 11.2 or higher on a Unix/Linux environment, ASM cluster Filesystem, implementing instance caging, Oracle Database Resource Manager, Oracle Active Data Guard; Veritas Cluster Server for Oracle, Oracle Advanced Security Option and Golden Gate for Oracle Replication.
 37. **Perimeter Security System Management (595):** At least five (5) years of full-time satisfactory experience maintaining and administering perimeter security systems such as firewalls and intrusion detection systems. Experience must include using network security concepts and designing solutions with enterprise level security devices. Must have hands-on experience with firewalls, firewall change requests, firewall configurations, network services, and network security device configurations.
 38. **Public Safety IT (599):** At least two (2) years of full-time satisfactory experience in Public Safety technology.
 39. **Red Hat Certified Systems Administrator (603):** A current (within the past 3 years) valid certification with at least two (2) years of full-time satisfactory administrator experience or a certification older than three (3) years with at least three (3) years of satisfactory, full-time hands on experience including managing, configuration, and deploying Linux environments.
 40. **ServiceNow Development (61M):** At least two (2) years of full-time satisfactory experience in analysis, design, development, implementation and maintenance of applications using ServiceNow ITSM platform.
 41. **Solution Architecture (626):** At least five (5) years of full-time satisfactory hands-on experience architecting complex large scale systems that incorporate packaged and custom applications. The experience must include, but is not limited to: application architecture, enterprise architecture, release methodologies, project management, technical support, production support, client/server applications, internet and intranet applications, operating systems (Solaris, Windows), database platforms (Oracle, Microsoft, IBM), application platforms (desktop, mobile, web), application frameworks (Java, .NET), content management systems, portal products, application integration, and Service-Oriented architecture (SOA) development methodologies and environments.
 42. **SQL DBA (718):** At least five (5) years of full-time satisfactory experience and expertise in Microsoft SQL Server Administration and Development, including SQL server performance management and tuning, database fault analysis and resolution effective Database Backup/Recovery strategy deployment.
 43. **Telecommunication/VOIP (725):** At least two (2) years of satisfactory, full-time experience in managing and overseeing the design, development, installation, configuration, integration, management, support, and/or enhancement of Voice-Over-IP System.
 44. **VM Ware Support Engineering (774):** At least five (5) years of full-time satisfactory experience in virtualization technologies, including but not limited to, vSphere 4.x, 5.x & 6.x, vRA, vROPS, VCO, and NSX.
 45. **Vulnerability Management (VMG):** At least five (5) years of full-time satisfactory experience managing system and network performance within the network environment or enclave, identifying system deviations from acceptable configurations, enclave policy, or local policy; and measuring the effectiveness of defense-in-depth architecture against known vulnerabilities.
 46. **Web Content Management Systems Administration (WCS):** At least five (5) years of full-time satisfactory experience in administering, implementing, maintaining and/or enhancing 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, Siebel.
 47. **Web Infrastructure System Administration (784):** At least five (5) years of full-time satisfactory experience in administering, implementing, maintaining and/or enhancing 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.
 48. **Windows Operations Management (795):** At least five (5) years of full-time satisfactory experience managing a Windows Server technical support team. Experience must include supporting 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. **Windows Systems Administration (792):** At least five (5) years of full-time satisfactory experience providing technical support in a large-scale environment with Windows 2003/2008/2012 Enterprise Server Platform or more recent version, Active Directory, Microsoft Clustering; knowledge of TCP/IP, LDAP, HTTP, DHCP, WINS, DNS and of Remote Installation Services and/or remote installation services.
 50. **Workforce Management (807):** At least two (2) years of full-time satisfactory experience in IT, including experience with workforce management tools in large multi-platform environments 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.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet this requirement at some future date, please submit request by email to: 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.

PENALTY FOR MISREPRESENTATION:

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

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 and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10074; The Managerial Service.

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