BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

CERTIFIED IT ADMINISTRATOR (LAN/WAN)
Exam No. 1111

WHEN TO APPLY: From: September 2, 2020

To: September 22, 2020

APPLICATION FEE: $91.00

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

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

WHAT THE JOB INVOLVES:

Certified IT Administrators (LAN/WAN) under supervision, with latitude for independent action and judgment, in the management and administration of complex and secure Local Area Networks (LANs), Wide Area Networks (WANs) and/or Metropolitan Area Networks (MANs), are responsible for planning, designing, configuring, installing, implementing, testing, troubleshooting, integrating, performance monitoring, maintaining, enhancing, security management, documenting, and support of network servers, operating systems, applications, voice over internet protocol (VOIP), computer software, hardware and associated devices. Certified IT Administrators (LAN/WAN) may liaise with vendors for technical support; may supervise a small unit engaged in work described herein; may serve as a project leader of small network projects, or may independently perform LAN, WAN, and/or MAN work of a highly technical nature. All Certified IT Administrators (LAN/WAN) perform related work.

Special Working Conditions:

Certified IT Administrators (LAN/WAN) 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 $81,951 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the qualification 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.

You will **not** receive credit for education which you obtain after January 31, 2021 or professional/vendor certifications and experience which you obtain after the end of the Application Period (September 22, 2020).

PROFESSIONAL/VENDOR CERTIFICATION, EDUCATION AND EXPERIENCE REQUIREMENTS:

By the last day of the Application Period **(September 22, 2020)** you must have one (1) of the following professional/vendor certifications in local area network (LAN) and/or wide area network (WAN) administration:

7Safe Certified Mobile Security Tester (CMST) (173)
7Safe Certified Security Testing Associate (CSTA) (170)
7Safe Certified Security Testing Professional (CSTP) (171)
7Safe Certified Wireless Security Analyst (CWSA) (172)
Airwatch Enterprise Mobility Associate (101)
Airwatch Enterprise Mobility Expert (102)
Airwatch Enterprise Mobility Professional (103)
Apple Certified Associate (ACA) (105)
Apple Certified Mac Technician (ACMT) (106)
Apple Certified Support Professional (ACSP) (107)
Avaya Aura Communication Manager Administration (115)
AWS Certified Advanced Networking - Specialty (89A)
AWS Certified Cloud Practitioner (082)
AWS Certified DevOps Engineer - Professional (086)
AWS Certified Security - Specialty (89B)
AWS Certified Solutions Architect - Associate (087)
AWS Certified Solutions Architect Professional (CSA-Pro) (089)
AWS Certified Solutions Developer - Associate (084)
AWS Certified Solutions SysOps Administrator - Associate (091)

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Blue Coat Certified Proxy Administrator (BCCPA) (125)
Blue Coat Certified Professional (126)
Blue Coat Certified Proxy Professional (BCCPP) (127)
BMC Accredited Administrator (135)
BMC Accredited Professional (136)
BMC Accredited Service/Support Engineer: BMC Remedy IT Service Management 9.x (137)
BMC Certified Expert (139)
BMC Certified Professional (138)
Brocade Certified Associate (12A)
Brocade Certified Expert (12B)
Brocade Certified Fabric Administrator (129)
Brocade Certified Fabric Designer (132)
Brocade Certified Fabric Professional (130)
Brocade Certified Manager (BCSM) (131)
Brocade Certified Master (12C)
Brocade Certified Professional (12D)
Brocade Certified SAN Designer (BCSD) (133)
Brocade Distinguished Master (12E)
Certificate of Cloud Security Knowledge (141)
Certified Data Center Audit Professional (CDCAP®) (142)
Certified Data Center Design Professional (CDCDP®) (149)
Certified Data Center Management Professional (CDCMP) (143)
Certified Data Center Technician Professional (CDCTP®) (144)
Certified Electronics Technician (CET) (174)
Certified Ethical Hacker (CEH) (175)
Certified Expert Penetration Tester (CEPT) (167)
Certified Wireless Network Administrator (CWNA) (177)
Certified Wireless Network Professional (CWNP) (178)
Check Point Certified Managed Security Expert (CCMSE) (145)
Check Point Certified Managed Security Expert Plus VSX - CCMSE Plus VSX (146)
Check Point Certified Security Expert (CCSE) (147)
Check Point Certified Security Expert Plus: Enterprise Integration and Troubleshooting (CCSE Plus) (148)
Cisco Certified Design Professional (CCDP) (150)
Cisco Certified Internetwork Expert (CCIE) (152)
Cisco Certified Network Administrator (CCNA) (157)
Cisco Certified Network Professional (CCNP Data Center) (158)
Cisco Certified Network Professional (CCNP Routing and Switching) (159)
Cisco Certified Network Professional (CCNP Security) (160)
Cisco Certified Network Professional (CCNP) (155)
Cisco Certified Network Professional Service Provider (CCNP Service Provider) (161)
Cisco Certified Network Professional Voice (CCNP Collaboration) (164)
Cisco Certified Network Professional Voice (CCNP Voice) (162)
Cisco Data Center Unified Computing Design Specialist (165)
Cisco Data Center Unified Computing Support Specialist (166)
Citrix Certified Administrator (179)
Citrix Certified Associate – Networking (CCA - N) (180)
Citrix Certified Associate – Virtualization (CCA - V) (183)
Citrix Certified Expert – Virtualization (CCE - V) (184)
Citrix Certified Professional – Mobility (CCP - M) (185)
Citrix Certified Professional – Networking (CCP - N) (186)
Citrix Certified Professional – Virtualization (CCP - V) (187)
Commvault Certified Professional (190)
Comp TIA Pen Test+(22D)
CompTIA A+ (A+C)
CompTIA Cloud+ (227)
CompTIA Linux+ (228)
CompTIA Network+ (229)
CompTIA Security+ (230)
CompTIA Server+ (231)
Dell Certified Associate (23N)
Dell Certified Expert (23O)
Dell Certified Master (23P)
Dell Certified Specialist (23Q)
EC Council Certified Security Analyst (ECSA) (236)
EC Counsel Certified Application Security Engineer (CASE) (24G)
EC Counsel Licensed Penetration Tester (LPT) (24H)
EMC Backup Recovery (EMCBA) (237)
EMC Cloud Administrator (EMCCAD) (238)
EMC Cloud Architect (EMCCA)(239)
EMC Cloud Infrastructure and Services (EMCCIS) (244)
EMC Data Center Architect (EMCDCA) (245)
EMC Information Storage and Management Associate (EMCISA) (243)
EMC Storage Administrator (EMCSA) (240)
EMC Storage Area Network (SAN) Specialist (242)
EMC Symmetrix Solutions Specialist (246)
EMC System Administrator (EMCSyA) (247)
ESRI ArcGIS API for JavaScript Specialty Certification (24X)
ESRI ArcGIS API for Python Specialty Certification (24Y)
ESRI ArcGIS Desktop Associate (253)
ESRI ArcGIS Desktop Developer Associate (254)
ESRI ArcGIS Desktop Professional (249)
ESRI ArcGIS Utility Network Specialty Certification (24Z)
ESRI Enterprise Administration Associate (259)
ESRI Enterprise Geodata Management Associate (257)
ESRI Enterprise Geodata Management Professional (256)
ESRI Enterprise System Design Associate (258)
ESRI Web Application Developer Associate (255)
F5 Certified BIG-IP Administrator (276)

F5 Certified Solution Expert (277)
F5 Certified Technology Specialists (278)
Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL) (280)
Federal Communications Commission (FCC) Global Maritime Distress Safety System (GMDSS) License (281)
Genetec Omnicast (299)
Genetec Security Center (298)
GIAC Certified Firewall Analyst (GCFW) (300)
GIAC Certified Forensic Analyst (GCFA) (301)
GIAC Certified Incident Handler (GCIH) (302)
GIAC Certified Intrusion Analyst (GCIA) (303)
GIAC Certified ISO-27000 Specialist (G2700) (304)
GIAC Certified Penetration Tester (GPEN) (313)
GIAC Certified Security Leadership (GSLC) (305)
GIAC Certified UNIX Security Administrator (GCUX) (306)
GIAC Certified Web Appication Defender (29X)
GIAC Certified Windows Security Administrator (GCWN) (307)
GIAC IT Security Audit Essentials (GSAE) (308)
GIAC Security Essentials Certification (GSEC) (309)
GIAC Security Expert (GSE) (310)
GIAC Solaris Gold Standard Certificate (GHSC) (311)
GIAC Systems and Network Auditor (GSNA) (312)
GISCI Geographic Information Systems Professional (GISP) (319)
Google Cloud Architect (32H)
Google Cloud Network Engineer (32I)
Google Collaboration Engineer (32J)
Google Data Engineer (324)
Google DevOps Engineer (33K)
Google Machine Learning Engineer (33O)
Guidance Software EnCase Certified Examiner (EnCE) (314)
HDI Desktop Advanced Support Technician (86A)
HDI Support Center Certified (858)
HP ASE - Application Lifecycle Management Implementation (33D)
HP ASE - ProLiant Server Solutions Integrator V2 (326)
HP ASE - Server Solutions Architect V4 (327)
HP ATP - Application Lifecycle Management (33H)
HP ATP - Server Solutions V2 (328)
HP Product Certified - OneView 1.20 (329)
HP-UX Certified System Administrator (CSA) Certification (330)
HP-UX Certified System Engineer (CSE) Certification (331)
IACRB CPT - Certified Penetration Tester (86H)
IBM Certified Advanced Deployment Professional (367)
IBM Certified Advanced Deployment Professional – Tivoli Netcool Core v.2.0 (368)
IBM Certified Database Administrator (374)
IBM Certified Deployment Professional (355)
IBM Certified Deployment Specialist (365)
IBM Certified Professional (IBM)
IBM Certified Solution Advisor – Cloud Computing Architecture (377)
IBM Certified Solution Advisor – Tivoli Service Availability and Performance Management Solutions (378)
IBM Certified Solution Architect – Cloud Computing Infrastructure (379)
IBM Certified System Administrator – IBM Integration Bus V10.0 (380)
IBM Certified System Administrator – WebSphere Application Server Network Deployment V9.0 (341)
IBM Certified System Administrator – WebSphere Message Broker V9.0 (342)
IBM Certified System Administrator – WebSphere Service Registry and Repository V8.5 (343)
IBM Certified System Programmer (381)
IBM Certified Systems Administrator (366)
ISACA Certified in Governance of Enterprise IT (CGEIT) (402)
ISACA Certified in Risk and Information Systems Control (CRISC) (403)
ISACA Certified Information Security Manager (CISM) (400)
ISACA Certified Information Systems Auditor (CISA)(401)
ISACA Control Objective and Information Related Technology (COBITS) (404)
ISC² Certified Cloud Security Professional (CCSP) (410)
ISC² Certified Cyber Forensics Professional (CCFP) (412)
ISC² Certified Information Systems Security Professional (CISSP) (413)
ISC² Certified Secure Software Lifecycle Professional (CSSLP) (414)
ISC² Systems Security Certified Practitioner (SSCP) (411)
ISCB Certified Associate in Software Testing (CAST) (41C)
ISCB Certified Manager of Software Testing (CMST) (41E)
ISCB Certified Software Quality Analyst (CSQA) (41G)
ISCB Certified Software Tester (CSTE) (41H)
ISTQB Security Testing (41O)
ITIL V4 (86J)
Juniper Networks Certified Associate Junos (425)
Juniper Networks Certified Expert Service Provider Routing and Switching (426)
Juniper Networks Certified Professional Enterprise Routing & Switching (JNCIE-ENT) (427)
Juniper Networks Certified Professional Routing and Switching (428)
Juniper Networks Certified Specialist Routing and Switching (429)
Knowledge Centered Service Certified (KCS)
Linux Professional Institute (LPI) Intermediate Level Administration (LPIC2) (420)
Linux Professional Institute (LPI) Senior Level Administration (LPIC3) (421)
Micro Focus- Certified Software Professional (CSP) (43P)
Microsoft Azure Administrator (42S)
Microsoft Azure Administrator - Associate (42W)
Microsoft Azure DevOps Engineer (42T)
Microsoft Azure Security Administrator(42U)
Microsoft Azure Security Engineer (42X)
Microsoft Azure Security Engineer – Associate (42Y)
Microsoft Azure Solutions Architect (46N)

Microsoft Azure Solutions Architect – Expert (42V)
Microsoft Certified IT Professional (45A)
Microsoft Certified Solutions Associate (438)
Microsoft Certified Solutions Expert (444)
Microsoft Certified Systems Expert – Private Cloud (459)
Microsoft Certified Systems Expert – SharePoint (460)
Microsoft Certified Technology Associate (462)
Microsoft Certified Technology Specialist (454)
Microsoft Certified: Azure Developer Associate (456)
Microsoft Certified: DevOps Engineer Expert (46W)
Microsoft Certified:Azure Fundamentals Certification (42Z)
Microsoft Office Specialist (MOS) Expert (463)
Microsoft Office Specialist (MOS) Master (464)
Mile2 Certified Penetration Testing Consultant (CPTC) (471)
Mile2 Certified Penetration Testing Engineer (CPTE) (470)
Motorola Certified Astro 25 M Core Technician (480)
Motorola Certified Astro 25 Radio System Administrator (481)
Motorola Certified Land Mobile Radio (LMR) Communications Professional (482)
Motorola Certified Wireless Data (LTE) Communications Systems Professional (483)
Mware Certified Professional 5 – Data Center Virtualization 2020 (VCP-DCV 2020) (489)
NetApp Certified Data Administrator (490)
NetApp Certified Expert (NACE) (491)
NetApp Certified Solution Architect (NCSA-SAN) (492)
NetApp Certified Storage Associate (NACA) (493)
NetApp Certified Storage Installation Engineer (48L)
NetApp Certified Storage Professional (NACSP) (494)
NetApp Certified Support Engineer (48M)
Netscout Certified Expert (NCE) (495)
Netscout Certified Specialist (NCS) (496)
Network Associates (NAI) Sniffer Certified Expert (SCE) (510)
Network Associates (NAI) Sniffer Certified Master (SCM) (511)
Offensive Security Certified Expert (OSCE) (562)
Offensive Security Certified Professional (OSCP) (568)
OPN Certified Specialist (569)
Oracle Certified Associate (57f)
Oracle Certified Database Administrator (DBA) (580)
Oracle Certified Expert, Oracle Solaris 10 Network Administrator (563)
Oracle Certified Network Administrator for Solaris OS 10 Oracle Certified Professional (564)
Oracle Certified Professional (578)
Oracle Linux 6 System Administrator (565)
Oracle Solaris 10 Operating System Administrator (566)
Oracle Solaris 11 System Administrator (567)
Palo Alto Networks Certified Cybersecurity Associate (PCCSA) (59X)
Palo Alto Networks Certified Network Security Administrator (PCNSA) (59Y)
Palo Alto Networks Certified Network Security Engineer (PCNSE) (601)
Puppet Certified Professional (585)
Red Hat Certified Architect (RHCA) (602)
Red Hat Certified Engineer (RHCE) (605)
Red Hat Certified System Administrator (RHCSA) (603)
Red Hat Certified System Engineer (RHCSE) (604)
Red Hat Certified Technician (RHCT) (606)
ServiceNow Certified Application Developer (612)
ServiceNow Certified Implementation Specialist (641)
ServiceNow Certified System Administrator (614)
ServiceNow System Administration (613)
SUSE Certified Linux Expert (SCLE) v.9, v.10 (670)
Symantec Administration of Symantec Enterprise Vault (709)
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup (71s)
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup 7.5 for UNIX (710)
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup 7.5 for Windows (711)
Symantec Certified Specialist (VCS)Administration of Veritas NetBackup 7.6.1 (712)
Tableau Certified Professional - Server (72G)
Veritas Certified Specialist (VCS) Administration of Veritas NetBackup 7.6.1 (741)
Veritas Certified Specialist (VCS) Administration of Veritas NetBackup 7.7 (742)
Veritas Certified Specialist (VCS) Netbackup (740)
VMWare Certified Advanced Professional (VCAP) (74P)
VMware Certified Advanced Professional – Cloud Infrastructure Administration (VCAP-CIA) (751)
VMware Certified Advanced Professional – Cloud Infrastructure Design (VCAP-CID) (752)
VMware Certified Advanced Professional – Data Center Administration (VCAP-DCA)(753)
VMware Certified Advanced Professional – Data Center Design (VCAP-DCD) (754)
VMWare Certified Associate (VCA) (74L)
VMware Certified Associate – Cloud Management & Automation (VCA-CMA) (755)
VMware Certified Associate – Desktop & Mobility (VCA-DTM) (759)
VMware Certified Associate – Network Virtualization (VCA-NV) (758)
VMWare Certified Design Expert (VCDX) (74M)
VMware Certified Design Expert – Cloud (VCDX-Cloud) (760)
VMware Certified Design Expert – Desktop (VCDX-DT) (761)
VMware Certified Design Expert – Network Virtualization (VCDX-NV) (762)
VMware Certified Design Expert 5 – Data Center Virtualization (VCDX5-DCV) (763)
VMware Certified Design Expert 6 – Cloud Management & Automation (VCDX6-CMA) (764)
VMware Certified Design Expert 6 – Data Center Virtualization (VCDX6-DCV) (765)
VMware Certified Design Expert 6 – Desktop & Mobility (VCDX6-DTM) (766)
VMware Certified Design Expert 6 – Network Virtualization (VCDX6-NV) (767)
VMware Certified Implementation Expert (VCIX) (74N)
VMware Certified Implementation Expert – Network Virtualization (VCIX-NV) (768)
VMware Certified Implementation Expert 6 – Cloud Management & Automation (VCIX6-CMA) (769)
VMware Certified Implementation Expert 6 – Data Center Virtualization (VCIX6-DCV) (770)
VMware Certified Implementation Expert 6 – Desktop & Mobility (VCIX6-DTM) (771)

VMware Certified Implementation Expert 6 – Network Virtualization (VCIX6-NV) (772)
VMWare Certified Professional (VCP) (751)
VMware Certified Professional – Cloud (VCP-Cloud) (745)
VMware Certified Professional 6 – Cloud Management & Automation (VCP6-CMA)(746)
VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV) (747)
VMware Certified Professional 6 – Desktop & Mobility (VCP6-DTM) (748)
VMware Certified Professional 6 – Network Virtualization (VCP6-NV) (749)
Wireshark Certified Network Analyst (WCNA) (780)
Workforce Management Certified (WFM) (807)

Notes: If you are appointed, you may be required to update existing and/or obtain additional professional industry-standard certification(s) for current and future technical environment(s) in which you may be assigned to work, as determined by the employing agency.

If you would like to be considered for Selective Certification for the professional/vendor certification you use to meet the Professional/vendor certification, education and experience requirements, you must select it in the Selective Certification section of the Education and Experience Exam. For more information, see Selective Certification for Professional/Vendor Certifications in the Additional Information section on page 7.

EDUCATION AND EXPERIENCE REQUIREMENTS:

In addition to having one (1) of the above professional/vendor certifications in LAN and/or WAN administration, you must have one of the following:

1. A baccalaureate degree from an accredited college or university **and** two years of satisfactory full-time (not classroom based) experience in local area network and/or wide area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement and security management; **or**
2. A four-year high school diploma or its educational equivalent **and** six years of satisfactory full-time (not classroom based) information technology experience, of which at least two years must have been as described in "1" above; **or**
3. A satisfactory equivalent of education and/or experience equivalent to "1" or "2" above. Education may be substituted for experience on the basis that 30 undergraduate semester credits from an accredited college or university is equivalent to 6 months of experience. A masters degree in computer science or a related field from an accredited college or university may substitute for one year of experience. However, all candidates must have at least one year of satisfactory (not classroom based) full-time experience as described in "1" above.

The education requirement must be met by January 31, 2021. The professional/vendor certification and experience requirement must be met by the last day of the Application Period (September 22, 2020).

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.

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.
(number of hours worked per week/35) x (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 x 12 = 7.2 months.

You have until midnight Eastern time on the last day of the Application Period (September 22, 2020) 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 (September 22, 2020), your examination will be considered incomplete, you will not be entitled to the appeals process, 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.

You will not receive credit for education which you obtain after January 31, 2021 or professional/vendor certifications and experience which you obtain after the end of the Application Period (September 22, 2020).

Residency: City residency is not required for this postion.

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*. Follow the onscreen application instructions for electronically submitting your application and 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/Home/Faq*. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

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* . 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:** Follow the instructions displayed on screen to answer the questions. You will have until midnight Eastern time on the last day of the Application Period (September 22, 2020) to clearly specify in detail all of your relevant professional/vendor certification(s), education and experience and Final Submit your Education and Experience 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 (September 22, 2020), your examination will be considered incomplete, you will not be entitled to the appeals process, 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 <u>only</u> 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 (September 22, 2020).

THE TEST:

Your score will be determined by Professional/Vendor Certification, Education and Experience Exam. You will receive a score of 70 points for meeting the qualification 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 (not classroom based) experience in local area network, wide area network, and/or metropolitan area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement and security management for:	You will receive up to:
At least 1 year but less than 2 years	6 points
At least 2 years but less than 3 years	12 points
At least 3 years but less than 4 years	18 points
At least 4 years but less than 5 years	24 points
5 or more years	30 points

During the Professional/Vendor Certification, 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.
(number of hours worked per week/35) x (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 X 12 = 7.2 months.

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 (September 22, 2020) to clearly specify in detail all of your professional/vendor certification, 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 (September 22, 2020), your examination will be considered incomplete, you will not be entitled to the appeals process, 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 (September 22, 2020).

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) 500-7199, 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.

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 mail 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* 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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

ADDITIONAL INFORMATION:

Selective Certification for Professional/Vendor Certifications: If you have professional/vendor certification(s) listed in the **HOW TO QUALIFY** section, you may be considered for appointment to positions requiring these professional/vendor certifications through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring these professional/vendor certifications. In order to be eligible for Selective Certification for the professional/vendor certification that you used to meet the minimum qualification requirements, you must select that professional/vendor certification in the Selective Certification section of the Online Education and Experience Exam. If you acquire any additional professional/vendor certifications listed in the **HOW TO QUALIFY** section during the duration of the list, please follow the directions below to submit a request by mail to DCAS. Your certification will be checked by the appointing agency at the time of appointment. *You may be required to update existing and/or obtain additional professional industry-standard certification(s) for current and future technical environment(s) in which you may be assigned to work, as determined by the appointing agency at the time of appointment. The professional/vendor certification(s) must be maintained for the duration of your employment.*

Selective Certification for License, Certificate, or Registration: If you have the licenses, certifications, or registrations listed below, you may be considered for appointment to positions requiring these licenses, certifications, or registrations through a process called Selective Certification. If you wish to apply for this Selective Certification, follow the on-screen instructions when completing the Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your license, certificate, and registration will be checked by the appointing agency at the time of appointment. This license, certificate, or registration must be maintained for the duration of your employment.**

Selective Certification for PRINCE2 (PCE): If you have a PRINCE2 certification, you may receive preferred consideration for relevant positions.

Selective Certification for Project Management Professional (PMP): If you have a Project Management Professional (PMP) certification, you may receive preferred consideration for relevant positions.

Selective Certification For Special Experience:
If you have the special experience listed below, you may be considered for appointment to positions requiring this special experience through a process called Selective Certification. If you wish to apply for this Selective Certification, follow the on-screen instructions when completing the Education and Experience

Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). Your special experience will be checked by the appointing agency at the time of appointment.

Selective Certification for Applications (ITE): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Application technologies.

Selective Certification for Call Center Technologies (CCX): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Call Center technologies.

Selective Certification for Change Management (168): At least one (1) year of full-time professional 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.

Selective Certification for Cloud Services (189): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Cloud Services technologies.

Selective Certification for Continuous Process Improvement Management (216): At least one (1) year of full-time professional 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 identifying 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.

Selective Certification for CyberSecurity (221): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of CyberSecurity technologies.

Selective Certification for Data Center Infrastructure (DCI): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Data Center Infrastructure technologies.

Selective Certification for Data Center Operations Management (849): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Data Center Operations.

Selective Certification for Educational Environment Experience (EDE): At least one (1) year of full-time professional experience working in an educational program(s) and/or institution(s) performing local area network administration and/or wide area network administration.

Selective Certification for Infrastructure DevOps (215): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Infrastructure DevOps technologies.

Selective Certification for Intrusion Prevention System Operations (39P): At least one (1) year of full-time professional 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.

Selective Certification for LAN/WAN Network Engineering (422): At least five (5) years of full-time professional 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.

Selective Certification for Municipal Government Experience (MGE): At least one (1) year of satisfactory, full-time experience performing local area network administration and/or wide area network administration within a municipal government which provides services for a city with a population of over 1 million.

Selective Certification for Network Design Engineering (51c): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Network Design Engineering technologies.

Selective Certification for Network Infrastructure (NWT): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Network Infrastructure technologies.

Selective Certification for Positions Requiring Health Information Technology Systems Experience (HIT): At least one (1) year of full-time satisfactory professional experience using health information technology systems and/or electronic health records operations for the purpose of researching, collecting and coordinating surveillance data from hospitals, community health centers, and/or private practices, and such experience was not part of your baccalaureate degree program.

Selective Certification for Public Safety Technologies (59B): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Public Safety technologies.

Selective Certification for Storage Infrastructure (SAN): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Storage Infrastructure technologies.

Selective Certification for Technical Architecture (39R): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Technical Architecture technologies.

Selective Certification for Wireless Technologies (WSP): At least three (3) years of full-time professional experience in the analysis, design, development, implementation, and maintenance of Wireless technologies.

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 a request 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 social security number, and the Selective Certification you are requesting on 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 appointment, and may result in criminal prosecution.

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