ERIC L. ADAMS
Mayor

LOUIS A. MOLINA
Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

COMPUTER ASSOCIATE (TECHNICAL SUPPORT)
Exam No. 5052
(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHEN TO APPLY: From: **October 9, 2024** To: **October 29, 2024**	**APPLICATION FEE: $68.00** **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 Associates (Technical Support), under general supervision, with considerable latitude for independent initiative and judgment, direct and supervise subordinate employees or perform difficult and complex technical support activities. All Computer Associates (Technical Support) perform related work.

Special Working Conditions:

Computer Associates (Technical Support) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Computer Associates (Technical Support) and environmental conditions experienced are: May be required to lift packages of up to 50 pounds.

(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 $56,106 per annum. This rate is subject to change. There are three 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 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 October 29, 2025. The experience requirement needed to qualify must be met by the last day of the Application Period (October 29, 2024).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university **and** two years of satisfactory, full-time experience in mainframe computer, mid-range computer, LAN or WAN computer environments, and/or local desktop support; **or**
2. An associate degree or 60 semester credits from an accredited college or university **and** three years of satisfactory, full-time experience as described in "1" above; **or**
3. A four-year high school diploma or its educational equivalent **and** four years of satisfactory, full-time experience as described in "1" above; **or**
4. Education and/or experience equivalent to "1", "2", or "3" above. Undergraduate college credit can be substituted for experience on the basis of 30 semester credits, from an accredited college or university, for six months of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent and two years of satisfactory, full-time experience as

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READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

described in "1" above.

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 (October 29, 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 (October 29, 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 Advisory:

Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required.

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, 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	**Brooklyn**	**Queens**
2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard
17th Floor	4th Floor	5th Floor
New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375

Staten Island	**Bronx**
135 Canal Street	1932 Arthur Avenue
3rd Floor	2nd Floor
Staten Island, NY 10304	Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Monday, October 14, 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 (October 29, 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 (October 29, 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 <u>only</u> if you need credit for your foreign education on 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 the evaluation as follows:

    (A) If you wish to claim a diploma or degree only and do not wish to claim any semester credits in the area(s) described in The Test section on page 3, ask for a **"document-by-document"** evaluation of your foreign education.

    (B) If you wish to claim a diploma/degree and/or semester credits in the area(s) described in The Test section on page 3, ask for a **"course-by-course"** evaluation (which includes a "document-by-document" evaluation) of your foreign education.

    (C) If you wish to claim continuing education course(s) described in The Test section on page 4 ask the Evaluation Service to recommend the appropriate type of evaluation.

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 (October 29, 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:

Education and experience used to gain additional credit must be obtained by the last day of the Application Period (October 29, 2024).

If you have satisfactory full-time experience in mainframe computer environments, mid-range computer environments, LAN or WAN computer environments, and/or local desktop support for:	You will receive up to:
At least 1 year but less than 2 years	4 points
At least 2 years but less than 3 years	8 points
At least 3 years but less than 4 years	12 points
At least 4 years but less than 5 years	16 points
5 years or more	20 points

If you have graduate semester credits completed at an accredited college or university in computer information systems, computer science and/or science, technology, engineering and mathematics (STEM) course areas such as physics, engineering, logic/proof-based mathematics, and/or statistics, for the completion of (see note below):	You will receive:
Completion of 3 to 8 semester credits	2 points
Completion of 9 to 14 semester credits	4 points
Completion of 15 to 20 semester credits	6 points
Completion of 21 to 26 semester credits	8 points
Completion of 27 or more semester credits	10 points

If you have completed any continuing education courses in computer technical support such as telecommunications, operating systems, virtualization, enterprise storage and/or networking; computer information systems; computer science; and/or	You will receive:

science, technology, engineering and mathematics (STEM) course areas such as physics, engineering, logic/proof-based mathematics, and/or statistics at an accredited college or university or at a professional training center, for the completion of (see note below):

One (1) continuing education course	1 point
Two (2) continuing education courses	2 points
Three (3) continuing education courses	3 points

Note: You must list each and every graduate and/or continuing education course for which you wish to be evaluated for credit 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*.

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.

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 (October 29, 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 (October 29, 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.

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 the 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* 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 Certificate, License, and/or Special Experience: If you have the certifications, licenses, and/or special experience listed below, you may be considered for appointment to positions requiring these certifications, licenses, and/or special experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring these certifications, licenses, and/or special experience. If you wish to apply for this Selective Certification, follow the onscreen 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 certification(s), license(s), and/or special experience will be checked by the appointing agency at the time of appointment. **The certification(s) and license(s) must be maintained for the duration of your employment.**

1. **Administrative Information Systems Experience (AIS)**: At least two (2) years of satisfactory, full-time technical support experience with administrative Information Systems (including Resources, Finance, Accounting, etc.) creating, maintaining databases and/or modifying HR information systems to create additional functionality or create queries.
2. **AIX System Administration Experience (339)**: At least two (2) years of satisfactory, full-time experience in AIX System administration, including such tasks as in-depth installation, configuration, administration and tuning enterprise class servers, configuration and management of networking in AIX, management and configuration of VIO client partitions.
3. **Apple Operations Technical Support Experience (AOT)**: (1) A valid Apple Certified Technical Coordinator (ACTC) certification or Apple Certified Macintosh Technicians (ACMT) certification; or (2) At least two (2) years of satisfactory, full-time experience in the support of Apple systems, including print, graphics and post-editorial support.
4. **Brocade Certified Fabric Administrator (BCFA) Certification (129)**: A valid Brocade Certified Fabric Administrator (BCFA) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.
5. **Business & Staff Operations Experience (SBO)**: At least two (2) years of satisfactory, full-time experience in providing technical support to the day-to-day operational needs of an IT organization, including, but not limited to: handling staff inquires/requests, logging technical support tickets (e.g. desktop, network, mobile devices), instructing internal users on how to use agency applications/devices, tracking IT resources, provisioning training, coordinating technology upgrades, managing floor plans, maintaining operational manuals, creating/updating reports.
6. **Business Intelligence/Analytics Systems Experience (BAS)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Business Intelligence or Analytics systems. Examples include, but are not limited to: OBIEE, DAC, Informatica Power Exchange, Power Center, SSIS, Data Warehouse, SAS, PL/SQL, BI Publisher, Actuate and/or BI Publisher reports, Visual Studio, IIS, WebLogic, WebTrend, SQL Server, SSRS, XML/XSL/Web Services, Unix, Linux and SQL.
7. **Certified Associate in Project Management (CAPM) Certification (CAP)**: A valid professional certification as a Certified Associate in Project Management (CAPM) from the Project Management Institute (PMI).
8. **Certified Electronics Technician (CET) Certification (174)**: A valid Certified Electronics Technician (CET) certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems.
9. **Certified Ethical Hacker (CEH) Certification (175)**: A valid Certified Ethical Hacker (CEH) certification from the EC-Council, Global Information Assurance Certification (GIAC), or Offensive Security.
10. **Certified Information Systems Auditor (CISA) Certification (401)**: A valid Certified Information Systems Auditor (CISA) certification from the ISACA professional association.
11. **Certified Information Systems Security Professional (CISSP) Certification (413)**: A valid Certified Information Systems Security Professional (CISSP) certification from the International Information System Security Certification Consortium, Inc. (ISC).
12. **Cisco Certified Network Associate (CCNA) Certification (15C)**: A valid Cisco Certified Network Associate (CCNA) certification from Cisco or a Cisco-certified training partner.
13. **Cisco Certified Technician (CCT) Certification (15T)**: A valid Cisco Certified Technician (CCT) certification from Cisco or a Cisco-certified training partner.
14. **CompTIA A+ Certification (A+C)**: A valid CompTIA A+ certification from CompTIA or a certified training partner.
15. **Computer Telephony Integration Systems Experience (CTS)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Computer Telephony Integration (CTI) 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.
16. **Customer Relationship Management (CRM) Systems Experience (CMS)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of 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 SQL.
17. **EMC Certified Storage Administrator - Storage Area Network (SAN) Certification (24B)**: A valid EMC Certified Storage Administrator - Storage Area Network (SAN) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.
18. **EMC Certified Storage Administrator - VMAX Solutions Certification (24C)**: A valid EMC Certified Storage Administrator – VMAX Solutions certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.
19. **EMC Certified Storage Administrator – VNX Solutions Certification (24D)**: A valid Storage Administrator Specialist (VNX solutions) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.

20. **EMC Certified Storage Administrator (EMCSA) Specialist - Isilon Certification (24E)**: A valid EMC Certified Storage Administrator (EMCSA) Specialist – Isilon certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.
21. **Enterprise Knowledge Sharing Experience (EKX)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Enterprise Knowledge Sharing and

collaboration tools/platforms (e.g., Microsoft SharePoint) in order to support technical reference repositories, shared resources, network of technical expertise, and development/evaluation of enterprise technology solutions.

22. **Enterprise Web Analytics Experience (25D)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Enterprise Web Analytics Systems. Examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server.

23. **Federal Communications Commission (FCC) Commercial Radio License(s) (282)**: A valid Federal Communications Commission (FCC) Commercial Radio License and at least two (2) years of satisfactory, full-time experience providing technical support and maintenance for public safety communication systems. Examples of FCC Commercial Radio Licenses include: FCC GROL (General Radio Operator License) with or without Radar Endorsement; GMDSS (Global Maritime Distress Safety System) Operator or Maintainer License.

24. **Geographic Data Operations Experience (315)**: At least two (2) years of satisfactory, full-time experience providing technical support for the day-to-day operations of an enterprise Geographic Information Systems (GIS), or location-based multi-user database. Experience must include but is not limited to: working with business owners to understand and document data requirements; coordinating data delivery among external groups; design, development, maintenance and/or support of databases; running, reviewing and analyzing validation and/or ETL (Extract, Transform, Load) programs; and performing data analysis.

25. **Incident Command Structure (ICS), Communications Leader (COML), or Communications Technician (COMT) Certification (382)**: A valid Incident Command Structure (ICS) certification or Communications Leader (COML) certification or Communications Technician (COMT) certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems.

26. **Information Technology Systems Experience in a Public Health or Health Services Setting (39G)**: At least two (2) years of satisfactory, full-time experience operating, monitoring, troubleshooting and/or developing information technology and/or electronic records systems for a laboratory, hospital, community health center, private medical practice, patient care facility, or in a public health, environmental health, or mental hygiene program.

27. **IT Problem Management Experience (42D)**: At least five (5) years of satisfactory, full-time experience in a large-scale IT enterprise managing a team that is responsible for managing the life cycle and process of problems to stabilize IT service delivery and prevent reoccurrence of IT impacting critical systems.

28. **IT Support - BMC Service Desk Experience (42K)**: At least two (2) years of satisfactory, full-time experience in the use of BMC Service Desk software to open and track technical support issues to resolution, track and document change management, and track problems for Root Cause Analysis using the ITIL framework.

29. **IT Support - Cherwell Experience (42L)**: At least two (2) years of satisfactory, full-time experience in the use of Cherwell software to open and track technical support issues to resolution, track and document change management, and track problems for Root Cause Analysis using the ITIL framework.

30. **IT Support - Mainframe Operations Experience (42M)**: At least two (2) years of satisfactory, full-time experience in the use and support of mainframe operations, using the Dynamic Forms System (DFS) to support mainframe printing, mainframe scanning and adding and removing printers and scanners; using 3270 emulators such as Mocha and Webconnect; and supporting mainframe operations using the Macintosh platform.

31. **IT Support - Remote Support Experience (42N)**: At least two (2) years of satisfactory, full-time experience in the use of specific IT Management tools, such as Goverlan Tools to log into unattended and attended workstations for providing technical assistance to users, real-time detection of users logged-in workstations and comprehensive AD management, generating reports on AD objects, conducting global systems management tasks and AD changes, and detecting specific configurations, and the use of Goverlan's WMIX features including PowerShell or VB WMI scripts, generating WQL queries and to leverage WMI standards.

32. **IT Support - ServiceNow Help Desk Experience (613)**: At least two (2) years of satisfactory, full-time experience in the use of ServiceNow Help Desk software to open and track technical support issues to resolution, track and document change management, track problems for Root Cause Analysis using the ITIL framework, and its application in service management.

33. **IT Support - SW Deployment Experience (42O)**: At least two (2) years of satisfactory, full-time experience in the use of specific deployment software, such as Systems Center Configuration Manager, deploying software to over 12,000 workstations, patching Windows security and MS Office critical systems, patching third party applications within the Windows and Mac environments using Shavlik in conjunction with SCCM, imaging workstations and dynamically patching the image to keep at a current state matching the AD environment.

34. **IT/Wireless Certification(s) (42P)**: A valid IT/Wireless certification and at least two (2) years of satisfactory, full-time experience providing technical support and maintenance for public safety communication systems. Examples of IT/Wireless Certifications include but are not limited to: Motorola Certified Land Mobile Radio (LMR) Communications Professional, Motorola Certified Wireless Data (LTE) Communications Systems Professional, Motorola Certified Astro 25 Radio System Administrator, Motorola Certified Astro 25 M Core Technician, CWNA; CWNP; CCNA; CCNP; CCIE; A+; Network +.

35. **ITIL Certification (417)**: A valid ITIL Practitioner certification and at least two (2) years of satisfactory, full-time experience with implementation, configuration, change and incident management and process support in an IT enterprise level environment.

36. **LAN/WAN Network Engineering Administration Experience (CLW)**: A valid Cisco Certified Network Professional (CCNP) certification and at least five (5) years of satisfactory, full-time experience with IP switched/routed based network; experience routing and switching (LAN/WAN), HSRP, GLBP, QOS multicasting, VLANs, VTP, NTP and load balancing; experience with IP addressing and subnetting (1Pv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; experience with basic troubleshooting experience of Cisco hardware/OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches.

37. **Land Mobile Radio (LMR) System Training/Certifications (482)**: A valid Land Mobile Radio (LMR) System Training/Certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems. Examples of LMR System Training/Certifications include but are not limited to: P25 Trunking Radio Networks, Microwave

Backhaul Links, MCC 7500 Console Systems, Subscriber Programming Training (APX, XTS, XTL line of subscribers).

38. **Lean Six Sigma Green Belt Certification (LSS)**: A valid Lean Six Sigma Green Belt certification and at least two (2) years of satisfactory, full-time experience in the design, implementation and management of mid-to large-size IT projects.

39. **Microsoft 365 Certified: Modern Desktop Administrator Associate (45S)**: A valid Microsoft 365 Certified: Modern Desktop Administrator Associate certification from Microsoft or a Microsoft-certified training partner.

40. **Microsoft Certified IT Professional (MCITP) Certification (45A)**: A valid Microsoft Certified IT Professional (MCITP) certification from Microsoft or Microsoft-certified training partner.

41. **Microsoft Certified Solutions Associate (MCSA) Certification (438)**: A valid Microsoft Certified Solutions Associate (MCSA) certification from Microsoft or a Microsoft-certified training partner.

42. **Microsoft Certified Solutions Associate: Office 365 (MCSA: Office 365) Certification (45B)**: A valid Microsoft Certified Solutions Associate: Office 365 (MCSA: Office 365) certification from Microsoft or Microsoft-certified training partner.

43. **Microsoft Certified Solutions Associate: SQL (MCSA: SQL) Certification (45C)**: A valid Microsoft Certified Solutions Associate: SQL (MCSA: SQL) certification from Microsoft or a Microsoft-certified training partner.

44. **Microsoft Certified Solutions Associate: Windows 10 (MCSA: Windows 10) Certification (45D)**: A valid Microsoft Certified Solutions Associate: Windows 10 (MCSA: Windows 10) certification from Microsoft or a Microsoft-certified training partner.

45. **Microsoft Certified Solutions Associate: Windows 8 (MCSA: Windows 8) Certification (45F)**: A valid Microsoft Certified Solutions Associate: Windows 8 (MCSA: Windows 8) certification from Microsoft or a Microsoft-certified training partner.

46. **Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008) Certification (45G)**: A valid Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008) certification from Microsoft or a Microsoft-certified training partner.

47. **Microsoft Certified Solutions Associate: Windows Server 2012 (MCSA: Windows Server 2012) Certification (45H)**: A valid Microsoft Certified Solutions Associate: Windows Server 2012 (MCSA: Windows Server 2012) certification from Microsoft or a Microsoft-certified training partner.

48. **Microsoft Certified Solutions Associate: Windows Server 2016 (MCSA: Windows Server 2016) Certification (45E)**: A valid Microsoft Certified Solutions Associate: Windows 2016 (MCSA: Windows Server 2016) certification from Microsoft or a Microsoft-certified training partner.

49. **Microsoft Office Specialist (MOS) Certification (45I)**: A valid Microsoft Office Specialist (MOS) certification from Microsoft or a Microsoft-certified training partner.

50. **Microsoft Technology Associate (MTA) Certification (462)**: A valid Microsoft Technology Associate (MTA) certification from Microsoft or a Microsoft-certified training partner.

51. **Motor Vehicle Driver License (MVO)**: A motor vehicle Driver License that is valid in the State of New York.

52. **Multi-Large Scale System Support Management Experience (477)**: At least two (2) years of satisfactory, full-time experience in design, deployment, administration, and operations of Enterprise level SAN and NAS solutions. This experience should include all levels of the project cycle from architecting to deployment to day-to-day operations including troubleshooting Enterprise class data storage systems in multiple OS environments.

53. **NetApp Certified Data Administration (NCDA) Certification (490)**: A valid NetApp Certified Data Administrator (NCDA) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems.

54. **Novell Network Operations Experience (NOL)**: At least two (2) years of satisfactory, full-time experience installing, configuring, and supporting LAN/WAN infrastructure using Novell Client and Zenwork Configuration tools.

55. **Oracle DBA Experience (580)**: At least five (5) years of satisfactory, full-time experience in implementing/managing Oracle RAC environments, implementing Grid Infrastructure release 11.2 or higher on a Unix/Linux environment, ASM cluster Filesystem implementation/maintenance, patching grid infrastructure software, implementing instance caging, and adding a new disk to an ASM disk group.

56. **PMI PfMP Certification (587)**: A valid Portfolio Management Professional (PfMP) certification from the Project Management Institute (PMI) and at least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of project and portfolio management (PPM) tools (e.g., Clarity, MS Project Server).

57. **Project Management Experience (PME)**: At least two (2) years of satisfactory, full-time experience supporting technical project managers engaged in the design and implementation of a mid to large sized IT project. Examples of experience include: monitoring the scope, budget and/or schedule of smaller related sub-projects; and experience with one or more of the following software programs: Microsoft Office; Microsoft Project; Microsoft SharePoint; Clarity; Basecamp; JIRA; Primavera.

58. **Project Portfolio Management Experience (PPM)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of project and portfolio management (PPM) tools. Examples include, but are not limited to: Clarity, MS Project Serve and must have the Portfolio Management Professional (PMP) certification from the Project Management Institute (PMI).

59. **RACF Security Administration Experience (RAC)**: At least five (5) years of satisfactory, full-time experience in processing access requests in a large mainframe environment including Mainframe security - RACF (IBM) administration.

60. **Service Desk Supervision Experience (61B)**: At least five (5) years of satisfactory, full-time experience supervising staff in a technical support or help desk environment and quality assurance review. Experience should include but is not limited to: supervision of staff in support of Microsoft Office Suite, Microsoft Operating Systems, Browser based applications (Siebel, .NET Framework, Java), Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, Microsoft GoToASSIST, Remedy, and BladeLogic Client Management.

61. **Service Desk Technical Support Experience (CSD)**: At least five (5) years of satisfactory, full-time experience in providing technical support for a technical service desk and/or technical help desk support. Experience must include, but is 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, Microsoft GoToASSIST, Remedy, and BladeLogic Client Management.

62. **Technical Environment Review Experience (TEM)**: At least two (2) years of satisfactory, full-time experience in providing technical support and the review of technical specifications for hosting environments, including, but not limited to, server operating systems such as Microsoft Windows, Red Hat Enterprise Linux, SUSE Linux Enterprise, and Oracle Solaris; database platforms such as Oracle, MS SQL Server, NoSQL, NewSQL, or various open source databases; technology requirements such as network load balancing rules, firewall rules, storage size and IOPS needs, and network connectivity requirements.

63. **Technical Environment Specification Experience (721)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance for hosting environments and their technical specifications, including, but not limited to, server operating systems such as Microsoft Windows, Red Hat Enterprise Linux, SUSE Linux Enterprise, and Oracle Solaris; database platforms such as Oracle, MS SQL Server, NoSQL, NewSQL, or various open source databases; technology requirements such as network load balancing rules, firewall rules, storage size and IOPS needs, and network connectivity requirements.

64. **UNIX/LINUX Server Administration Experience (DAX)**: At least two (2) years of satisfactory, full-time experience in UNIX/LINUX System administration, including such tasks as in-depth installation, configuration, administration and tuning enterprise class servers, and HP VMware virtualization.

65. **VM Ware Engineering (Wintel) Experience (744)**: 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).

66. **Voice over IP (VoIP) Operations Experience (743)**: At least two (2) years of satisfactory, full-time experience installing, configuring, and supporting CISCO Voice over IP (VoIP) telephone systems.

67. **Web Content Management Systems Administration Experience (WCS)**: At least two (2) 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.

68. **Web Content Management Systems Experience (783)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance 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, Siebel.

69. **Web Data Operations Experience (WDO)**: At least two (2) years of satisfactory, full-time experience providing technical support for the day-to-day operations of a data sharing tool or portal with tasks including, but not limited to: working with business owners to understand and document data requirements; coordinating data delivery among external groups; design, development, maintenance and/or support of databases or data integration software/tools (e.g. Informatica, MS SSIS, FME); reading and responding to public user feedback; writing, editing, and approving content to be published; and performing data analysis.

70. **Web Infrastructure Systems Experience (785)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance 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.

71. **Windows Desktop Support Experience (WSL)**: At least two (2) years of satisfactory, full-time experience providing technical support and maintenance 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 BladeLogic Client Management.

72. **Wireless Broadband Network Experience (802)**: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of large scale wired and wireless networks. Experience should include, but is not limited to: Microsoft Windows/Office, networking (LAN/WAN), security, desktop support, Wi-Fi standards, commercial wireless technologies (mobile data), Wireshark, Linux, Cisco hardware/IOS, TCP/IP, and Remedy.

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 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 your "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, under 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.

This examination is for positions with City Agencies only and not for NYC Health + Hospitals. If you would like to apply for Computer Associate (Technical Support) (NYC H+H), you must submit a separate application and fee for Exam No. 5053 from October 9, 2024 through October 29, 2024.

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.

Title Code No. 13611; Computer Technical Support Occupational Group.