



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO COMPUTER ASSOCIATE (OPERATIONS) Exam No. 4523

WHEN TO APPLY: From: January 3, 2024

APPLICATION FEE: \$68.00

To: January 23, 2024

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.

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

WHAT THE JOB INVOLVES:

Computer Associates (Operations), under general supervision, with very considerable latitude for independent initiative and judgment: supervise the activities of subordinates in one or more computer operations units of considerable size; or serve as a technical resource person in the performance of networked, multi-tiered, or mainframe computer operations; or perform as a technical resource person in the diagnosis of and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations and to minimize downtime in the case of system failure. All Computer Associates (Operations) perform related work.

Special Working Conditions:

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

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

THE SALARY:

The current minimum salary is \$55,984 per annum. This rate is subject to change.

ELIGIBILITY TO TAKE EXAMINATION:

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

- (1) is permanently (not provisionally) employed in or appears on a Preferred List for the title of Computer Aide; and
- (2) is not otherwise ineligible.

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

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

If you do not know if you are eligible, check with **your agency's personnel office**. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined that you are not eligible to participate in this examination, your application fee will not be refunded.

ELIGIBILITY TO BE PROMOTED:

In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least **two years**. If service as a Computer Aide has been interrupted by a break in service of more than one (1) year, then only time served subsequent to the break in service will count toward meeting the eligibility requirement.

HOW TO APPLY:

If you believe you are eligible to take this examination, apply using the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen application instructions for electronically submitting your application, payment, and completing any required information. A unique and valid email address is required to

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Queens

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

Staten Island

135 Canal Street
3rd Floor
Staten Island, NY 10304

Bronx

1932 Arthur Avenue
2nd Floor
Bronx, NY 10457

The DCAS Computer-based Testing & Application Centers will be closed on Monday, January 15, 2024.

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

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 (January 23, 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 (January 23, 2024), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

THE TEST:

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam, you will receive a score of 70 points for meeting the eligibility requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience at a New York City government agency as a permanent (not provisional) employee troubleshooting, triaging, and resolving computer system issues in an enterprise environment for:	You will receive up to:
At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	5 points
At least 3 years but less than 4 years	8 points
At least 4 years but less than 5 years	11 points
At least 5 years but less than 6 years	14 points

At least 6 years but less than 7 years 17 points

7 or more years 20 points

If you have satisfactory full-time experience with an employer other than the City of New York troubleshooting, triaging, and resolving computer system issues in an enterprise environment for: **You will receive up to:**

At least 1 year but less than 2 years 2 points

At least 2 years but less than 3 years 5 points

At least 3 years but less than 4 years 8 points

At least 4 years but less than 5 years 11 points

At least 5 years but less than 6 years 14 points

At least 6 years but less than 7 years 17 points

7 or more years 20 points

If you have satisfactory full-time experience at a New York City government agency as a permanent (not provisional) employee providing technical assistance and support related to computer systems, answering end-user questions, escalating high-level issues, and resolving issues in a timely manner to customer satisfaction for: **You will receive up to:**

At least 1 year but less than 2 years 2 points

At least 2 years but less than 3 years 5 points

At least 3 years but less than 4 years 8 points

At least 4 years but less than 5 years 11 points

5 or more years 14 points

If you have satisfactory full-time experience with an employer other than the City of New York providing technical assistance and support related to computer systems, answering end-user questions, escalating high-level issues, and resolving issues in a timely manner to customer satisfaction for: **You will receive up to:**

At least 1 year but less than 2 years 2 points

At least 2 years but less than 3 years 5 points

At least 3 years but less than 4 years 8 points

At least 4 years but less than 5 years 11 points

5 or more years 14 points

If you have satisfactory full-time experience at a New York City government agency as a permanent (not provisional) employee utilizing IT ticketing software across the ticket lifecycle, including but not limited to checking for new tickets, managing queues, processing ticket requests, escalating high-level tickets, and modifying tickets in the system for a minimum of 2 weeks. **You will receive up to:**

Examples of IT ticketing software include but are not limited to: ServiceNow.

3 points

If you have satisfactory full-time experience with an employer other than the City of New York utilizing IT ticketing software across the ticket lifecycle, including but not limited to checking for new tickets, managing queues, processing ticket requests, escalating high-level tickets, and modifying tickets in the system for a minimum of 2 weeks. **You will receive up to:**

Examples of IT ticketing software include but are not limited to: ServiceNow.

3 points

If you possess one or more of the following certifications:

You will receive:

5 points

CompTIA A+

CompTIA Network+

CompTIA Security+

If you possess the following certification:

You will receive:

ITIL Foundation

3 points

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

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

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

Each year of experience can be credited under only one category which will be the highest appropriate category. However, experience utilizing IT ticketing software for a minimum of 2 weeks that is obtained during the same year credited in another category can be claimed separately for additional credit.

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it by the end of the Application Period. You will not receive credit for experience which you obtain after the end of the Application Period (January 23, 2024).

You have until midnight Eastern time on the last day of the Application Period (January 23, 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 (January 23, 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.

Education and certificates must be obtained by January 31, 2024, and experience must be obtained by the last day of the Application Period (January 23, 2024).

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

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

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

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

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

THE TEST RESULTS:

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

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

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

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

ADDITIONAL INFORMATION:

Selective Certification For Certification and/or Special Experience:

If you have the certification and/or experience listed in one or more of the areas below, you may be considered for promotion to positions requiring a certification and/or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification and/or experience. If you wish to apply for this Selective Certification, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Experience obtained in provisional service will not be considered when evaluating whether candidates are qualified for Selective**

Certification. Your certification(s) and/or experience will be checked by the promoting agency at the time of promotion. Certification(s) must be maintained for the duration of your employment.

1. **Advanced Enterprise Web Analytics Administration (116):** At least one (1) year of satisfactory, full-time experience in installation, configuration, implementation, maintenance and enhancement of Enterprise Web Analytics Systems. Examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server.

2. **Advanced Web Infrastructure System Administration (117):** At least two (2) years of satisfactory, full-time experience in installation, configuration, implementation, maintenance and enhancement of Enterprise Integration Bus and its related platforms. Examples include, but are not limited to IBM WebSphere Broker, IBM MQ, IBM DataPower, WebLogic, iWay, Oracle BPM.

3. **AIX Server Administration (363):** At least two (2) years of satisfactory, full-time experience in AIX System administration. The experience must include, but is not limited to: configuration and administration of enterprise-class servers including IBM AIX 4.x, AIX 5.1, AIX 5.2, AIX 5.3, or AIX 6.1.4 or higher versions in large-scale data center operations support functions.

4. **Apple Operations Technical Support (AOT):** At least two (2) years of satisfactory, full-time experience in Apple systems support, including print, graphics and post-editorial support.

5. **Asset Management (108):** At least one (1) year of satisfactory, full-time IT Asset and Configuration Management experience in a large Microsoft Windows enterprise environment. Must have at least one of the following certifications: IAITAM Certification (CITAM, CSAM, CHAMP, CMAM, CITAD, CAMP), ITAM foundations or a valid ITIL Foundations certification from Axelos. Experience must include tracking and managing the lifecycle of an IT Asset from procurement, receiving and inventory management to deployment and retirement. The experience must include using Asset Management and Discovery tools like BMC Remedy, AssetGen, ServiceNow, RedBeam, BMC SDE SupportMagic, Bladelogic, ADDM, Sciencelogic, ITOM Discovery.

6. **Avaya Certified Implementation Specialist (ACIS):** Must have the Avaya Certified Implementation Specialist certification.

7. **Backup Administration (119):** At least two (2) years of satisfactory, full-time experience as an administrator of a large-scale backup software product such as NetBackup, Networker, TSM, Simpana, Data Protector or Avamar, or five (5) years as a part time backup administrator administering either SAN storage or a virtualization hypervisor platform, or both.

8. **Backup Engineering (118):** 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 must include all levels of the project lifecycle from architecting to deployment, to managing day-to-day operations, including troubleshooting Enterprise class data storage systems in multiple OS environments.

9. **Brocade Certified Fabric Administration (129):** Must have the Brocade Certified Fabric Administrator Certification from Network Appliance.

10. **Change Management (168):** At least one (1) year of satisfactory, full-time experience in a large-scale IT enterprise, coordinating infrastructure and application changes via a Change Advisory Board (CAB), deep understanding of various change management methodologies and tools (BMC SDE SupportMagic, Remedy & ServiceNow), experience in looking across the enterprise and integrating key information from various major change initiatives, ability to manage the lifecycle of a Change Request from inception to closure, ability to ask technical questions and ensure that there are no change conflicts and that back out plans are included, and experience in facilitating meetings and asking probing questions to identify risk.

11. **Certified Telecommunications Analyst (16A):** Must have the Certified Telecommunications Analyst Certification.

12. **Certified IP Telecommunications Network Specialist (16B):** Must have the Certified IP Telecommunications Network Specialist Certification.

13. **Certified Telecommunications Network Specialist (16C):** Must have the Certified Telecommunications Network Specialist Certification.

14. **Certified Wireless Analyst (16D):** Must have the Certified Wireless Analyst Certification.

15. **Cisco Certified Network Professional (CCNP) (155):** Must have the Cisco Certified Network Professional (CCNP) Certification.

16. **Citrix Certified Administrator (179):** Must possess a valid Citrix Certified Administrator (CCA) certification in addition to at least five (5) years of satisfactory, full-time experience administering and supporting Citrix in a large-scale environment with Citrix Virtual Apps and Desktops, Citrix NetScaler, Citrix Provisioning Services.

17. **Cloud Management (189):** At least two (2) years of satisfactory, full-time experience in Cloud Management. Must have certifications for any of the following: AWS Operations, Google Cloud or MS Cloud Platform.

18. **CompTIA A+ (A+C):** Must possess CompTIA A+ Certification.

19. **Computer Telephony Integration Systems Administration (CTI):** At least one (1) year of satisfactory, full-time experience in administering, supporting, designing, developing, installing, configuring, implementing, maintaining and/or enhancing Computer Telephony Integration systems. Examples include, but are not limited to: Genesys, PBX, Nortel and/or Avaya Telephony system IIS, Siebel, MS Dynamics, Oracle CRM and Salesforce, Unix, Linux and SQL.

20. **Continuous Process Improvement Management (216):** At least one (1) year of satisfactory, full-time experience developing and implementing enterprise wide IT processes for a large public organization. Experience must include working with business owners and subject matter experts to define process controls, develop system requirements for integration, and identify the inputs and outputs of other processes. Must have experience in building a process from the ground up and/or developing best practice assessments for the implementation of a continual process improvement.

21. **CRM Systems Administration (233):** At least one (1) year of satisfactory, full-time experience in administering, supporting, designing, developing, installing, configuring, implementing, maintaining and/or enhancing industry leading Customer Relationship Management (CRM) Systems. Examples include, but are not limited to: Siebel, MS Dynamics, Oracle CRM and Salesforce, Actuate and/or BI Publisher reports, Visual Studio, IIS, SQL Server, SSRS, XML/XSL/Web Services, Unix, Linux, and/or SQL.

22. **EMC Certified Storage Administration (Isilon Specialist) (24E):** Must have the Storage Administrator Specialist (Isilon Solutions) Certification from Network Appliance.

23. **EMC Certified Storage Administration (SAN Specialist) (24B):** Must have the Storage Administrator Specialist (SAN Solutions) Certification from Network Appliance.

24. **EMC Certified Storage Administrator – VMAX Solutions Cert. (24C):** Must have the Storage Administrator Specialist (VMAX solutions) Certification from Network Appliance.

25. EMC Certified Storage Administrator – VNX Solutions Cert. (24D): Must have the Storage Administrator Specialist (VNX solutions) Certification from Network Appliance.

26. Enterprise Knowledge Sharing w/ F/T Experience (EKX): At least (2) years of satisfactory full-time, hands on experience developing content for support teams and clients, along with at least (2) years of satisfactory full-time experience training a team in knowledge management. Experience must include maintaining Knowledge articles in an ITSM tool for relevance and usability, and working alongside teams creating content for project releases as they relate to end users and Support teams.

27. Enterprise Web Analytics Administration (25C): At least one (1) year of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Enterprise Web Analytics Systems. Examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server.

28. Firewall System Operations (279): At least four (4) years of satisfactory, full-time experience maintaining responsibility for firewall operational security infrastructure through the identification and evaluation of security protection measures and controls around the technical operations infrastructure. In addition, must have been responsible for operations and maintenance of enterprise information security firewall controls and for ensuring that the appropriate operational security procedures are maintained for information systems programs and data.

29. Incident Command Structure (ICS) Certification (382): Must have an Incident Command Structure (ICS) certification such as FEMA's Professional Development Series certificate or an IS-100.b, IS-200.b, IS-700, or IS-800.b certificate.

30. Incident Management (42R): At least one (1) year of satisfactory, full-time experience in a large-scale IT enterprise, coordinating infrastructure and application support teams to restore normal service operation as quickly as possible, managing entire incident lifecycle and processes in order to stabilize IT service delivery, driving incident management process, including root cause identification, outage and incident solution, change recommendation and coordination, risk determination, and ongoing communications. Must be able to facilitate calls and ask technical questions to clearly understand issues and articulate possible solutions. Must have a high-level technical background in LAN/WAN concepts, Virtual Machines, Oracle databases, Active Directory, LDAP directories, Windows/Unix Operating systems, Office 365 messaging systems, and procedures for service delivery in ITSM and ITIL.

31. Information Tech Infrastructure Library (ITIL) Foundation Cert (39E): Must possess a valid Information Technology Infrastructure Library (ITIL) Foundation certification from Axelos.

32. Information Technology Experience and/or Related Areas (IXT): At least two (2) years of satisfactory full-time hands-on experience working in developing content for support teams and the clients they support, and/or maintaining knowledge articles in an ITSM tool for relevance and usability, in addition to at least (2) years satisfactory full-time experience training a team in knowledge management and/or working hands on in an ITIL framework environment, working alongside teams creating content for project releases as they relate to end users and support teams.

33. IT Systems Exp. in a Public Health or Health Service Setting (PIT): At least one (1) year of full-time satisfactory 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.

34. Information Technology Process Management (383): At least two (2) years of satisfactory, full-time experience developing and implementing enterprise wide IT processes for a large public organization. This involves working with business owners and subject matter experts to define process controls, developing system requirements for integration, and identifying the inputs and outputs of other processes. Must have proven ability to build processes from the ground up and/or administer best practice assessments for the implementation of continual process improvement. Must be able to write highly technical and detailed content with exposure to all aspects of enterprise IT and telecommunications, as well as manage planning and development, review, communication, training, and continual improvement of the process.

35. Intrusion Prevention System Operations (416): At least four (4) years of satisfactory, full-time experience monitoring an enterprise network, using an Intrusion Prevention System (IPS) Technology for malicious activities such as security threats and policy violations. In addition, using IPS technology to identify suspicious activity, log the information, attempt to block the activity, and then apply mitigation.

36. IP Telephony Design (387): At least two (2) years of satisfactory, full-time hands-on experience working with Cisco Call Manager or Cisco Contact Center.

37. IP Telephony Design Engineering (386): At least two (2) years of satisfactory, full-time design experience working with Cisco Call Manager or Cisco Contact Center.

38. ITSM Implementation, Release & Deployment Support (418): At least one (1) year of satisfactory, full-time experience in IT release management, implementing technical infrastructure projects, including planning, scheduling and controlling the migration lifecycle of all new and changed assets from Test to Live environments. Must have experience in coordinating the Release Management process, working with multiple cross-functional service delivery teams to complete technical implementations, and managing the implementation, deployment and notification swiftly and accurately.

39. LAN/WAN Network Engineering (422): At least three (3) years of satisfactory, full-time experience with IP switched/routed based network; working knowledge of routing and switching (LAN/WAN), HSRP, GLBP, QOS multicasting, VLANs, VTP, NTP and load balancing; knowledge of IP addressing and subnetting (IPv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; basic troubleshooting experience of Cisco hardware/IOS or NX-OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches.

40. Knowledge-Based Developer/Administrator (KBD): At least (2) years of satisfactory full-time experience working in an ITIL framework environment for knowledge management.

41. Linux Engineering (DUL): At least three (3) years of satisfactory, full-time experience with UNIX & Linux System administration/engineering, including but not limited to experience administering, structuring, architecting, and supporting multi-tier web-based systems that are highly available and capable of handling large throughput and concurrency; and experience with Veritas products including Cluster Server, Volume Manager, File System, and/or other clustering and replication technologies.

42. Mainframe Operations (46B): At least two (2) years of satisfactory, full-time experience in Mainframe operations including a knowledge base in Jes2, Tso, Aoc, and/or production control batch experience working with IBM Workload Scheduler, Omegamon, Netview and/or mainframe console operations.

43. Mainframe Operations Management (46C): At least three (3) years of satisfactory, full-time experience in Mainframe Operations working with Jes2, Tso & Aoc, including a minimum of three (3) years of satisfactory, full-time experience as a Manager leading staff through testing and upgrading both software and hardware.

44. Messaging & Collaboration Engineering (467): At least two (2) years of satisfactory, full-time experience working with MS Exchange, MS SharePoint, MS Lync, Storage Devices (including NetApp and EMC), BES, Windows Server, Archiving Solutions (including Enterprise Vault), eDiscovery, Scripting languages such as vbscript, and PowerShell.

45. Microsoft 365 Certified: Endpoint Administrator Associate (EAA): Must possess a Microsoft 365 Certified: Endpoint Administrator Associate.

46. Microsoft Office Specialist (MOS) Certification (451): Must possess a valid Microsoft Office Specialist (MOS) Certification. Examples include but are not limited to: PowerPoint Associate (Office 2019, Microsoft 365 Apps), Word 2013, Word (Office 2016), Word Associate (Office 2019, Microsoft 365 Apps), Microsoft 365 Certified: Fundamentals, Microsoft Certified: Azure Virtual Desktop Specialty, Microsoft Certified: Information Protection and Compliance Administrator Associate, Microsoft Certified: Power Platform App Maker Associate, Microsoft Certified: Security, Compliance, and Identity Fundamentals, 2013 Master, 2016 Master, Access (Office 365), Access 2013, Associate (Microsoft 365 Apps), Associate (Office 2019), Excel (Office 2016), Excel 2013, Excel Associate (Office 2019, Microsoft 365 Apps), OneNote 2013, Outlook (2013, Office 2016), Outlook Associate (Office 2019), PowerPoint (2013, Office 2016).

47. Microsoft Office Specialist (MOS) Expert (463): Must possess a valid Microsoft Office Specialist (MOS) Expert Certification. Examples include but are not limited to: Microsoft 365 Administrator Expert, Excel 2013 Expert, Word 2013 Expert, Excel Expert (Microsoft 365 Apps), Word Expert (Office 2016, Microsoft 365 Apps), Excel Expert (Office 2016, Office 2019), Expert (Microsoft 365 Apps), Expert (Office 2019), Microsoft Access Expert (Office 2019), Microsoft Word Expert (Office 2019).

48. Microsoft Office Specialist (MOS) Master (464): Must possess a valid Microsoft Office Specialist (MOS) Master Certification. Examples include but are not limited to: Microsoft Office Specialist 2013 Master, Microsoft Office Specialist 2016 Master.

49. Multi-Large-Scale System Support Management (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 must include all levels of the project lifecycle from architecting to deployment to day to day operations including troubleshooting Enterprise class data storage systems in multiple OS environments.

50. Municipal Call Center Experience (MCC): At least one (1) year of satisfactory, full-time Call Center experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

51. NetApp Certified Data Administration (490): Must have the NetApp Certified Data Administrator Certification from Network Appliance.

52. Network Design (51A): At least two (2) years of satisfactory, full-time experience working with TCP/IP subnetting including one (1) year of satisfactory, full-time experience working with the basic configuration of Cisco routers and switches.

53. Network Design Engineering (51C): At least two (2) years of satisfactory, full-time design experience working with a range of Cisco Catalyst and Nexus switches, routers, and F5 load balancers, with a minimum of two (2) years hands-on experience with BGP, and a minimum of three (3) years with OSPF routing protocols.

54. Network Operations Management (515): At least three (3) years of satisfactory, full-time experience managing an IP switched/routed wide area network consisting of 100 plus nodes. Must have working knowledge of switching/routing protocols, good understanding of load balancing and optical networking technologies, experience with Network Data Center Environments and Remedy and Clarity systems, proficiency with industry standard documentation application software (e.g. Microsoft Visio, Excel, Project etc.), and experience managing a group of six or more WAN network engineers.

55. Oracle DBA (580): At least three (3) years of satisfactory, full-time experience as an Oracle DBA implementing and managing Oracle RAC environments, implementing Grid Infrastructure release 11.2 or higher on a Unix/Linux environment, and/or ASM cluster Filesystem implementation/maintenance.

56. Problem Management (42D): At least one (1) year of satisfactory, full-time experience in a large scale IT enterprise managing the lifecycle and process of a critical outage, which impacted IT's critical systems; and coordinating efforts with Service Delivery leads across multiple divisions to stabilize IT service delivery and prevent reoccurrence.

57. Red Hat Certified System Administrator (RHCSA) (603): Must possess a valid certification earned within the past 3 years along with at least 2 years of engineering experience or a certification older than 3 years with at least 3 or more years of hands-on experience including managing, configuration, and deploying Linux environments.

58. Red Hat Certified System Engineer (RHCSE) (604): Must possess a valid certification earned within the past 3 years along with at least 2 years of engineering experience or a certification older than 3 years with at least 3 or more years of hands-on experience including managing, configuration, and deploying Linux environments.

59. ScienceLogic Cert Professional – Network Management/Engineer (SCI): Must possess a valid ScienceLogic Professional Certification (SPC).

60. ScienceLogic Expert Certification (SLC): Must possess a valid ScienceLogic Expert Certification (SCE).

61. Service Desk Quality Assurance (SDQ): At least one (1) year of satisfactory, full-time experience as a Quality Assurance auditor/analyst reviewing phone and email contacts in a technical support and Helpdesk environment. Experience must include several of the following: creation and maintenance of Quality Assurance forms, reports, and checkpoints; creation of a monthly report on department and individual performance; data collection and analysis of Quality Assurance performance; analysis and reduction of perennial issues and errors; data management; advance use of MS Excel, Word, and PowerPoint; providing performance feedback and conducting corrective action process.

62. Service Desk Supervisory Support (61E): At least two (2) years of satisfactory, full-time experience supervising staff in Help Desk technical support and in quality assurance review. Must have experience with Windows 10 Enterprise.

63. Service Desk Support (CSD): At least two (2) years of satisfactory, full-time experience in customer service conducting technical or Helpdesk support.

64. ServiceNow Development (61M): At least one (1) year of satisfactory, full-time experience in analysis, design, development, implementation and maintenance of applications with ServiceNow ITSM platform.

65. Solution Architecture (626): At least three (3) years of satisfactory, full-time hands-on architectural experience in complex information technology assessments and implementations, such as experience in architecting complex large-scale systems incorporating packaged and custom applications. The experience must include knowledge of application architectures, enterprise architecture, release methodologies, project

management, infrastructure support, production support, client/server applications, internet and intranet applications, operating systems (Solaris, Windows, etc.), database platforms (Oracle, Microsoft, IBM, etc.), desktop platforms, mobile platforms, web platforms, application frameworks (Java, .NET, etc.), content managers, portal products, application integration, and/or SOA development methodologies and environments.

66. **SQL DBA (718):** At least three (3) years of satisfactory, full-time experience in Microsoft SQL Server Administration and Development, including SQL Server Database performance management and tuning, database fault analysis and resolution, and effective Database Backup/Recovery strategy deployment.

67. **Storage Engineering (SAN):** At least three (3) years of satisfactory, full-time experience in Storage Area Network design, configuration and administration.

68. **Technical Content Analyst (724):** At least two (2) years of satisfactory, full-time experience designing, managing and maintaining self-service websites for helpdesk technical support, web design, photo and graphics editing, user experience design, user interaction design, and information architecture design.

69. **UNIX/LINUX Server Administration (DAX):** At least two (2) years of satisfactory, full-time experience in UNIX/LINUX System administration, including, but not limited to in-depth installation, configuration, administration and tuning of enterprise class servers.

70. **VM Ware Support Engineering (774):** At least three (3) years of satisfactory, full-time experience in virtualization technologies, including but not limited to vRA, vROPS, VCO, and NSX.

71. **VM Ware Systems Engineering (773):** At least three (3) years of satisfactory, full-time experience in Converged Network Architectures, 10 GB, NFS and Cisco Nexus (1k, 2k, 5k, 7k).

72. **Web Content Management Systems Administration (WCS):** At least one (1) year 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.

73. **Web Infrastructure System Administration (784):** At least one (1) year of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Enterprise Integration Bus and its related platforms. Examples include, but are not limited to IBM WebSphere Broker, IBM MQ, IBM DataPower, WebLogic, iWay, and/or Oracle BPM.

74. **Windows Desktop Support Engineering (790):** At least five (5) years of satisfactory, full-time experience in support, troubleshooting, maintenance and enhancement of hardware, applications, operating systems and computer policy/configurations in a Microsoft Windows environment.

75. **Windows Endpoint Management Exp (WEM):** At least five (5) years of satisfactory full-time experience in Windows Endpoint Management, including but not limited to managing Client Management systems (e.g., MECM/SCCM, Intune, Workspace One UEM), Windows Design Engineering, software packaging/scripting, GPO/CSP configuration, L3 operational support, and vulnerability/patch management.

76. **Windows Systems Administration (792):** At least two (2) years of satisfactory, full-time experience administering Windows servers in a large-scale environment with Windows 2016/2019/2022 Enterprise Server Platform or more recent version, Active Directory, Microsoft Clustering, and/or Remote Installation Services.

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 "Junk", "Trash", or "Spam" folders for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the exam number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

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

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

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