



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATIONS CENTER
18 WASHINGTON STREET
NEW YORK, NY 10004

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

NOTICE OF EXAMINATION

REQUIRED FORMS

APPLICATION FORM
EDUCATION AND EXPERIENCE
TEST PAPER
FOREIGN EDUCATION
FACT SHEET
(IF APPLICABLE)

COMPUTER SERVICE TECHNICIAN Exam. No. 8028

WHEN TO APPLY: From: January 2, 2008
To: January 22, 2008

APPLICATION FEE: \$35.00
Payable by mail by money order to DCAS
(EXAMS) or payable online by credit card, bank
card, or debit card.

WHAT THE JOB INVOLVES: Computer Service Technicians, under supervision, with some latitude for independent initiative and judgment, perform routine service functions in maintaining, troubleshooting and repairing computers, computer peripheral equipment and/or networking technology equipment; as well as supervise personnel performing routine repair or maintenance functions in order to maintain efficient functioning of computer operations and minimize downtime in the case of system failure; and operate a motor vehicle in the performance of these functions in field locations. All Computer Service Technicians perform related work.

Some of the physical activities performed by Computer Service Technicians and environmental conditions experienced are: lifting up to 50 pounds, bending and stretching and working within a computer room environment.

(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 \$31,955 per annum. This rate is subject to change. There are two assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. Employees may be assigned to the higher assignment level at the discretion of the agency.

HOW TO APPLY: If you believe that you meet the requirements in the "How to Qualify" section, there are two ways to apply for this examination:

1. **Online at the DCAS Website:** If you wish to apply online, go to the DCAS Online Application System (OASys) at www.nyc.gov/examsforjobs, and follow the onscreen application instructions for electronically submitting your application and payment, and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
2. **By mail:** Refer to the "Required Forms" section below for the forms that you must fill out. Return all completed forms and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

HOW TO QUALIFY:

Education and Experience Requirements: By the last day of the Application Period you must have:

1. A four-year high school diploma or its educational equivalent approved by a state's Department of Education or recognized accrediting organization and one year of satisfactory, full-time experience in computer maintenance and repair; or
2. A four-year high school diploma or its educational equivalent approved by a state's Department of Education or recognized accrediting organization and graduation from a certified technical training program in computer maintenance and repair; or
3. A satisfactory combination of education, training and/or experience equivalent to "1" or "2" above. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have either one year of the type of experience described in "1" above, or graduation from a certified technical training program as described in "2" above.

You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and your test paper will not be rated.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Driver License Requirement: By the time you are appointed to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, license suspensions or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

Residency Requirement: You must be a City resident within ninety days of the date you are appointed to this position if the appointing agency requires City residency and:

- (1) You begin City service as a result of this examination; or
- (2) You are currently a City employee and you began City service on or after September 1, 1986.

Since some agencies do not require City residency, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required. If you are required to be a City resident, you must maintain City residency as a condition of employment.

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 the City of New York.

REQUIRED FORMS:

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. Fill out **Sections A.1** (if required), **A.2, A.3, B, C, and D** (optional). This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records.
3. **Foreign Education Fact Sheet (Required only if you need credit for your foreign education to meet the education and experience requirements):** 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 Fact Sheet included with your application packet. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: Your score will be determined by an education and experience test. 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 credit up to a maximum of 100 points on the following basis:

Additional Credit:

For full-time satisfactory experience obtained within the past 10 years maintaining and repairing computers and computer peripheral equipment and/or networking technology equipment, you will receive:

- (A) 10 points for at least one year but less than two years of experience; or
- (B) 20 points for at least two years but less than three years of experience; and
- (C) 30 points for three years or more of experience.

Experience which primarily involves performing computer data entry and/or using word processing, spread sheet and/or database applications as an end user is not acceptable for additional credit on this examination.

You will receive a maximum of one year of experience credit for each year you worked. If you have any of the above experience on a part-time basis, it will be credited according to the equivalent percent of full-time experience. Experience used to meet the minimum requirements cannot be used to gain additional credit.

Education and experience must be obtained by **the last day of the application period**.

THE TEST RESULTS: If you pass the education and experience test, your name will be placed in final score order on the eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Application Receipt: If you applied online, you will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact this agency at OASys@dcas.nyc.gov. Include your social security number and the examination number and title in your email. If you applied by mail, you will be mailed a receipt within three months of the last date of the application period. If you do not receive this item, write to this agency, Attention: Examining Service Section, 1 Centre Street, 14th floor, New York, NY 10007 to request verification that your application was received. Include your social security number and the examination number and title in your request.

Selective Certification for A+ Certification: If you have an A+ Certification, you may be considered for appointment to positions requiring this certification through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification. State "A+ Certification" in **Section D** on page 4 of the Education and Experience Test Paper to indicate your interest in such Selective Certification. This requirement may be met at any time during the duration of the eligible list. If you meet the Selective Certification requirement at some future date, please submit documentation by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

The City of New York is an Equal Opportunity Employer.
Title Code No. 13615; Computer Service Occupational Group.

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

