



THE CITY OF NEW YORK  
DEPARTMENT OF CITYWIDE  
ADMINISTRATIVE SERVICES  
APPLICATION UNIT  
1 CENTRE STREET, 14<sup>TH</sup> FLOOR  
NEW YORK, NY 10007

# NOTICE OF EXAMINATION

BILL DE BLASIO  
Mayor

STACEY CUMBERBATCH  
Commissioner

## COMPUTER ASSOCIATE (TECHNICAL SUPPORT)

Exam No. 6028

**WHEN TO APPLY:** From: December 2, 2015

**APPLICATION FEE:** \$68.00

To: December 22, 2015

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.

**THE TEST DATE:** The multiple-choice test is expected to be held on Saturday, April 30, 2016.

**YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY  
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 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 \$45,273 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 APPLY:** If you believe you meet the requirements in the "How to Qualify" section, submit an application on the Online Application System (OASys) at [www.nyc.gov/examsforjobs](http://www.nyc.gov/examsforjobs). Follow the onscreen application instructions for electronically submitting your application and payment, and completing any required information. A unique and valid email address is required to file 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 submit an application to ensure the accuracy of candidate information. Verification is instantaneous for most accounts, but some accounts may require up to 24 hours to be reviewed by a staff member and resolved. Email notification will be sent to those creating accounts that require additional documentation before they can be 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-eeexams.nyc.gov/OLEE/oasys/FAQFeeWaiver.aspx>.

You may come to the DCAS Computer-based Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver.

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

**Manhattan**  
2 Lafayette Street  
17<sup>th</sup> Floor  
New York, NY 10007

**Brooklyn**  
210 Joralemon Street  
4<sup>th</sup> Floor  
Brooklyn, NY 11201

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/pdf\\_c\\_special\\_circumstances\\_guide.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, 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."

**HOW TO QUALIFY:** This is a computer-based Qualifying Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results. 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 you will not receive a score.

**Education and Experience Requirements:**

1. A baccalaureate degree from an accredited college 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 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 described in "1" above.

**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 the City of New York.

**The education requirement must be met by January 31, 2016. The experience requirement must be met by the last day of the Application Period (December 22, 2015).**

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.

In order to receive credit for experience in mainframe computer, mid-range computer, LAN or WAN computer environments, and/or local desktop support as described above, for each employment you must select that you have performed **at least twelve (12)** of the 21 tasks listed in the following **Computer Associate (Technical Support) Task Inventory**. (For more information, see **Item #5** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

**0100.0000 Performs computer work in mainframe computer, mid-range computer, LAN or WAN computer environments, and/or local desktop support. (21 Tasks)**

- 0100.0001 Oversees the daily performance of computer systems.
- 0100.0002 Identifies, investigates and resolves computer problems.
- 0100.0003 Guides clients through corrective steps to ensure computer problem has been resolved.
- 0100.0004 Answers user inquiries regarding computer software or hardware operation to resolve problems.
- 0100.0005 Plans, implements and monitors the computer process to ensure that user personnel obtain feedback regarding errors and error correction.
- 0100.0006 Sets up equipment for employee uses including performing or ensuring proper installation of cables, operating systems or appropriate software.
- 0100.0007 Installs and performs minor repairs to hardware, software or peripheral equipment, following design or installation specifications.
- 0100.0008 Maintains record of daily data communication transactions, problems and remedial actions taken or installation activities.
- 0100.0009 Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- 0100.0010 Refers major hardware or software problems or defective products to vendors or technicians for service.

0100.0011	Enters commands and observes system functioning to verify correct operation and detect errors.
0100.0012	Confers with staff, users and management to establish requirements for new systems or modifications.
0100.0013	Conducts office automation feasibility studies, including workflow analysis, space design, or cost comparisons analysis.
0100.0014	Tests the compatibility of new program software to ensure that upgrades will not impact current operations.
0100.0015	Monitors and modifies computer control language and corrects errors.
0100.0016	Verifies output for quality, quantity and distribution.
0100.0017	Maintains logs; prepares reports documenting jobs run, system/paper use, outputs and tracking of problems.
0100.0018	Provides instruction on how to operate agency systems, IT devices and supported software.
0100.0019	Records Help Desk database entries for problems with IT systems, equipment and software.
0100.0020	Modifies software problems to improve performance.
0100.0021	Takes inventory of user software, identifies any illegal software and takes appropriate action to address any problems.

**You must include all relevant education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last of the Application Period (December 22, 2015) to complete and submit your Online Education and Experience Test by clicking on the “Final Submit” button or it will be automatically submitted after midnight on the last day of the Application Period (December 22, 2015).** Once your Online Education and Experience Test is finally submitted, it will be rated based on the information you provided and saved. If you are currently employed by the City of New York, be sure to include information about your current job. If you have applied for a previous examination, do not assume information you provided on a previous Education and Experience Test has been saved. If you are found “Not Qualified,” you will **not** be able to submit new or additional information about your education and/or experience online.

You will not receive credit for education which you obtain after January 31, 2016 or experience which you obtain after the end of the Application Period.

**Foreign Education Evaluation Guide (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 Evaluation Guide located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf). When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination. (For more information, see **Item #3** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

**THE TEST:** The multiple-choice test may be given at a computer terminal or in paper and pencil format. You will be informed of the format on your Admission Notice. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test.

The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of a Computer Associate (Technical Support).

The test may include questions on: knowledge of circuit boards, processors, chips, electronic equipment and computer hardware and software, including applications and programming; operation of telecommunications systems; business and management principles involved in strategic planning, resource allocation, and coordination of people and resources; practical application of engineering science and technology, including applying principles, techniques, procedures and equipment to the design and production of various goods and services; standards of proper employee ethical conduct; and other related areas.

The test may also include questions requiring the use of any of the following abilities:

**Written Comprehension** - the ability to understand written sentences and paragraphs. Example: A Computer Associate (Technical Support) may use this ability when reviewing a manual to make repairs to a hard drive.

**Written Expression** - the ability to use English words or sentences in writing so that others will understand. Example: A Computer Associate (Technical Support) may use this ability when creating a help desk ticket when a user reports that they are having problems with accessing several programs on their computer.

**Information Ordering** - the ability to follow correctly a rule or set of rules or actions in a certain order. The rule or set of rules used must be given. The things or actions to be put in order can include numbers, letters, words, pictures, procedures, sentences and mathematical or logical operations. Example: A Computer Associate (Technical Support) may use this ability when following the steps in an instruction manual to install an upgrade for a software program.

**Deductive Reasoning** - the ability to apply general rules to specific problems to come up with logical answers. Example: A Computer Associate (Technical Support) may use this ability when observing system functioning to verify correct operations when a server is showing system errors.

**Inductive Reasoning** - the ability to combine separate pieces of information or specific answers to problems to form general rules or conclusions; to think of possible reasons for why things go together. Example: A Computer Associate (Technical Support) may use this ability when following steps in a manual and conducting diagnostic tests to resolve a problem with software installation.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

**Warning:** You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are **not** permitted. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices in the building at any time before, during, or after the test, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of the test site while you are taking the test.

**Required Identification:** You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, State issued identification card, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

**Leaving:** You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

**ADMISSION NOTICE:** You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Administration, Customer and Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice. Test site assignments will take your address into consideration, but proximity cannot be guaranteed.

**THE TEST RESULTS:** If you meet the education and experience requirements and pass the multiple-choice test, your name will be placed in final score order on an 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.

**CHANGE OF MAILING AND/OR EMAIL ADDRESS:** It is critical that you promptly notify DCAS of any change to your mailing address and/or email address. You may miss important information about your exam(s) or consideration for appointment, including important information that may require a response by a specified deadline, if we do not have your correct mailing and/or email address. Change of mailing and/or email address requests submitted to any place other than DCAS, such as your Agency or to the United States Postal Service will NOT update your records with DCAS. To update your mailing and/or email address with DCAS, you must submit a change request by mail or in person. Your request must include your full name, social security number, exam title(s), exam number(s), old mailing and/or email address, and your new mailing and/or email address. Your request can be mailed to DCAS Records Room, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

#### **ADDITIONAL INFORMATION:**

**Promotion Test:** A promotion examination for this title is being held for eligible City employees. The names appearing on the promotion list will be considered first in filling vacancies.

**Selective Certification:** A listing of Selective Certifications will be provided at a later date.

#### **SPECIAL ARRANGEMENTS:**

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date(s) for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
- (3) absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
- (4) absence due to ordered military duty;
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
- (6) a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact the Administration, Customer and Exam Support Group in person or by mail at 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

**PENALTY FOR MISREPRESENTATION:** Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.

## Special Insert: Guide for Completing the Online Examination

This online examination consists of the following sections:

- Application, including the Notice of Examination and payment of fee
- Education Level
- College Credits
- Employment/Work Experience
- Survey

There are detailed instructions online for each of these sections, so make sure that you read these instructions before you begin to fill out each section. In addition, the **Overview** and **Frequently Asked Questions (FAQs)**, which are accessible throughout the examination process, contain valuable information about the online examination process and civil service procedures governing examinations. This guide is a brief summary of some of the items found in these instructions.

1. You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. If you do **not** complete your application, which includes payment of the filing fee, there will be no record that you applied for the examination.
2. You **must** meet qualification requirements in order to qualify for this examination. If you do **not** meet the qualification requirements, you will be found **Not Qualified** and your application fee will **not** be returned.
3. **Completing the Education Level section:** For each degree you select, you **must** fill out in detail all of the information requested. Entering a higher level degree (e.g., associates, baccalaureate, or masters degree) does not indicate that you have attained a corresponding lower level diploma or degree (e.g., high school diploma).

If you were educated in a foreign country, you **must** have an evaluation of your education sent directly to DCAS by a DCAS approved foreign education evaluation service no later than eight weeks from the last day of the application period. Your examination will be tentatively scored based on the education level you claim. Your foreign education evaluation will then be reviewed by DCAS examiners. If the evaluation differs from what you claimed, or if you did **not** submit a foreign education evaluation, your examination will be re-scored.

4. **Completing the College Credits section:** If you wish to claim college credits to be substituted for experience, enter the number of college credits completed for each college or university that you attended. If you claimed a degree in the Education Level section and wish to claim credits you completed above this degree, enter the number of credits you earned for the degree as well as additional credits that you have earned or will earn by January 31, 2016.
5. **Completing the Employment/Work Experience section:** For each job you list you **must** fill out in detail all of the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:

- 35 hours per week or more = 100%
- 34 hours per week or less will be pro-rated as a percentage of a 35 hour work week.

**For each job you must select the tasks you performed from the tasks listed in the drop down menu.** In order for a job to be credited, you must have performed and select at least **twelve (12)** of the 21 tasks listed under Task Category 0100. For example, if you select eleven (11) or fewer tasks from the entire Computer Associate (Technical Support) Task Category, the job will **not** receive credit.

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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 at [nyc.gov/dcas](http://nyc.gov/dcas) and at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 13611; Computer Technical Support Occupational Group.

For information about other exams, call 212-669-1357.  
Internet: [nyc.gov/dcas](http://nyc.gov/dcas)