



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

REQUIRED INFORMATION

AFFIRMATION FORM

FOREIGN EDUCATION
EVALUATION GUIDE
(IF APPLICABLE)

BILL DE BLASIO
Mayor

LISETTE CAMILO
Commissioner

NOTICE
OF
EXAMINATION

CERTIFIED IT ADMINISTRATOR (LAN/WAN)

Exam No. 6049

WHEN TO APPLY: From: May 4, 2016

APPLICATION FEE: \$85.00

To: May 24, 2016

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.

YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY
BEFORE YOU SUBMIT YOUR APPLICATION.

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

Special Working Conditions: Certified IT Administrators (LAN/WAN) may be required to work 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 \$72,260 per annum. This rate is subject to change. There are four assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

HOW TO 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. 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.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

The centers will be open Monday through Saturday 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

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 and available at the DCAS Computer-based Testing & Applications 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."

HOW TO QUALIFY: This is a computer-based Qualifying Education and Experience Test. Your professional/vendor certification(s), 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.

Professional/Vendor Certification, Education and Experience Requirements: By the last day of the Application Period you must have one (1) of the following professional/vendor certifications in local area network (LAN) and/or wide area network (WAN) administration:

- 7Safe Certified Security Testing Associate (CSTA)
- 7Safe Certified Security Testing Professional (CSTP)
- 7Safe Certified Wireless Security Analyst (CWSA)
- 7Safe Certified Mobile Security Tester (CMST)
- Accredited Configuration Engineer (ACE)
- Airwatch Enterprise Mobility Associate
- Airwatch Enterprise Mobility Expert
- Airwatch Enterprise Mobility Professional
- Apple Certified Associate (ACA)
- Apple Certified Mac Technician (ACMT)
- Apple Certified Support Professional (ACSP)
- Avaya Aura Communication Manager Administration
- Blue Coat Certified Administrator
- Blue Coat Certified Professional
- Blue Coat Certified Proxy Professional (BCCPP)
- BMC Accredited Administrator
- BMC Accredited Professional
- BMC Accredited Service/Support Engineer: BMC Remedy IT Service Management 9.x
- BMC Certified Professional
- BMC Certified Expert
- Brocade Certified Fabric Administrator
- Brocade Certified Fabric Designer
- Brocade Certified Fabric Professional
- Brocade Certified Manager (BCSM) V3.0
- Brocade Certified SAN Designer (BCSD) V2.6-4.2
- Brocade Certified SAN Manager (BCSM) (upgraded from V.3)
- Certificate of Cloud Security Knowledge
- Certified Data Center Audit Professional (CDCAP®)
- Certified Data Center Management Professional (CDCMP)
- Certified Data Center Technician Professional (CDCTP®)
- Certified Data Center Design Professional (CDCDP®)
- Certified Electronics Technician (CET)
- Certified Ethical Hacker (CEH)
- Certified Expert Penetration Tester (CEPT)
- Certified Wireless Network Administrator (CWNA)
- Certified Wireless Network Professional (CWNP)
- Check Point Certified Managed Security Expert (CCMSE)
- Check Point Certified Managed Security Expert Plus VSX - CCMSE Plus VSX
- Check Point Certified Security Expert (CCSE)
- Check Point Certified Security Expert Plus: Enterprise Integration and Troubleshooting (CCSE Plus)
- Cisco Certified Design Professional (CCDP)
- Cisco Certified Internetwork Expert (CCIE)
- Cisco Certified Network Administrator (CCNA)
- Cisco Certified Network Associate (CCNA Routing and Switching)
- Cisco Certified Network Professional (CCNP Data Center)
- Cisco Certified Network Professional (CCNP Routing and Switching)
- Cisco Certified Network Professional (CCNP Security)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Professional Service Provider (CCNP Service Provider)
- Cisco Certified Network Professional Voice (CCNP Collaboration)
- Cisco Certified Network Professional Voice (CCNP Voice)
- Cisco Certified Network Professional Wireless (CCNP Wireless)
- Cisco Certified Security Professional (CCSP)
- Cisco Data Center Unified Computing Design Specialist
- Cisco Data Center Unified Computing Support Specialist
- Citrix Certified Administrator
- Citrix Certified Associate – Networking (CCA - N)
- Citrix Certified Associate – Virtualization (CCA - V)
- Citrix Certified Expert – Virtualization (CCE - V)
- Citrix Certified Professional – Mobility (CCP - M)

Citrix Certified Professional – Networking (CCP - N)
Citrix Certified Professional – Virtualization (CCP - V)
Commvault Certified Professional
CompTIA A+
CompTIA Cloud+
CompTIA Linux+
CompTIA Network+
CompTIA Security+
CompTIA Server+
EC Council Certified Security Analyst (ECSA)
EMC Backup Recovery (EMCBA)
EMC Cloud Administrator (EMCCAD)
EMC Cloud Architect (EMCCA)
EMC Cloud Infrastructure and Services (EMCCIS)
EMC Data Center Architect (EMCDCA)
EMC Information Storage and Management Associate (EMCISA)
EMC Storage Administrator (EMCSA)
EMC Storage Area Network (SAN) Specialist
EMC Symmetrix Solutions Specialist
EMC System Administrator (EMCSyA)
ESRI ArcGIS Desktop Professional
ESRI ArcGIS Desktop Associate
ESRI ArcGIS Desktop Developer Associate
ESRI Web Application Developer Associate
ESRI Enterprise Geodata Management Professional
ESRI Enterprise Geodata Management Associate
ESRI Enterprise System Design Associate
ESRI Enterprise Administration Associate
F5 Certified BIG-IP Administrator
F5 Certified Solution Expert
F5 Certified Technology Specialists
Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL)
Federal Communications Commission (FCC) Global Maritime Distress Safety System (GMDSS) License
Genetec Security Center
Genetec Omnicast
GIAC Certified Firewall Analyst (GCFW)
GIAC Certified Forensic Analyst (GCFA)
GIAC Certified Incident Handler (GCIH)
GIAC Certified Intrusion Analyst (GCIA)
GIAC Certified ISO-17799 Specialist (G7799)
GIAC Certified Penetration Tester (GPEN)
GIAC Certified Security Leadership (GSLC)
GIAC Certified UNIX Security Administrator (GCUX)
GIAC Certified Windows Security Administrator (GCWN)
GIAC IT Security Audit Essentials (GSAE)
GIAC Security Essentials Certification (GSEC)
GIAC Security Expert (GSE)
GIAC Solaris Gold Standard Certificate (GHSC)
GIAC Systems and Network Auditor (GSNA)
Guidance Software EnCase Certified Examiner (EnCE)
HP ASE - ProLiant Server Solutions Integrator V2
HP ASE - Server Solutions Architect V2
HP ATP - Server Solutions V2
HP Product Certified - OneView 1.20
HP-UX Certified System Administrator (CSA) Certification
HP-UX Certified System Engineer (CSE) Certification
IBM Certified Advanced Deployment Professional
IBM Certified Administrator – Cognos 10 BI
IBM Certified Administrator – Tivoli Monitoring
IBM Certified Advanced Deployment Professional – Tivoli Netcool Core v.2.0
IBM Certified Associate Tivoli/Netcool
IBM Certified Database Administrator
IBM Certified Deployment Professional
IBM Certified Deployment Professional (Tivoli Netcool/Omnibus or Tivoli Netcool/Impact)
IBM Certified Deployment Specialist
IBM Certified Mobile System Administrator
IBM Certified Professional
IBM Certified Solution Advisor – Cloud Computing Architecture
IBM Certified Solution Advisor – Tivoli Service Availability and Performance Management Solutions
IBM Certified Solution Architect – Cloud Computing Infrastructure
IBM Certified Specialist
IBM Certified Specialist – pSeries AIX System Administration
IBM Certified System Administrator – IBM Integration Bus V10.0
IBM Certified System Administrator – MQ V8.0
IBM Certified System Administrator – WebSphere Application Server V8.0
IBM Certified System Administrator – WebSphere Message Broker V8.0
IBM Certified System Administrator – WebSphere Service Registry and Repository V8.5
IBM Certified System Administrator – DATAPOWER XI 52
IBM Certified System Programmer
IBM Certified Systems Administrator
ISACA Certified in Governance of Enterprise IT (CGEIT)
ISACA Certified in Risk and Information Systems Control (CRISC)

ISACA Certified Information Security Manager (CISM)
ISACA Certified Information Systems Auditor (CISA)
ISACA Control Objective and Information Related Technology (COBITS)
ISC² Certified Cloud Security Professional (CCSP)
ISC² Certified Cyber Forensics Professional (CCFP)
ISC² Certified Information Systems Security Professional (CISSP)
ISC² Certified Secure Software Lifecycle Professional (CSSLP)
ISC² Systems Security Certified Practitioner (SSCP)
ITIL V3 Certification
Juniper Networks Certified Associate Junos
Juniper Networks Certified Expert Service Provider Routing and Switching
Juniper Networks Certified Professional Enterprise Routing & Switching (JNCIE-ENT)
Juniper Networks Certified Professional Routing and Switching
Juniper Networks Certified Specialist Routing and Switching
Linux Professional Institute (LPI) Intermediate Level Administration (LPIC2)
Linux Professional Institute (LPI) Senior Level Administration (LPIC3)
Microsoft Certified Desktop Support Technician
Microsoft Certified Professional
Microsoft Certified Solutions Associate
Microsoft Certified Solutions Expert
Microsoft Certified Systems Associate
Microsoft Certified Systems Associate – Windows Server 2012
Microsoft Certified Systems Associate – SQL Server 2012
Microsoft Certified Systems Associate – Azure
Microsoft Certified Systems Engineer
Microsoft Certified Systems Expert
Microsoft Certified Systems Expert – Private Cloud
Microsoft Certified Systems Expert – SharePoint
Microsoft Certified Systems Expert – Server Infrastructure
Microsoft Certified Technology Associate
Microsoft Certified Technology Specialist
Microsoft Office Specialist (MOS) Expert
Microsoft Office Specialist (MOS) Master
Mile2 Certified Penetration Testing Engineer (CPTE)
Mile2 Certified Penetration Testing Consultant (CPTC)
Motorola Certified Astro 25 M Core Technician
Motorola Certified Astro 25 Radio System Administrator
Motorola Certified Land Mobile Radio (LMR) Communications Professional
Motorola Certified Wireless Data (LTE) Communications Systems Professional
Mware Certified Professional 5 – Data Center Virtualization (VCP5-DCV)
NetApp Certified Data Administrator
NetApp Certified Expert (NACE)
NetApp Certified Solution Architect (NCSA-SAN)
NetApp Certified Storage Associate (NACA)
NetApp Certified Storage Professional (NACSP)
Netscout Certified Expert (NCE)
Netscout Certified Specialist (NCS)
Network Associates (NAI) Sniffer Certified Expert (SCE)
Network Associates (NAI) Sniffer Certified Master (SCM)
Nortel Networks Certified Architect (NNCA)
Nortel Networks Certified Design Expert (NNCDE)
Nortel Networks Certified Design Expert (NNCDE) – Alteon Security
Nortel Networks Certified Design Expert (NNCDE) – Contivity Security
Nortel Networks Certified Design Expert (NNCDE) – Convergence Succession
Nortel Networks Certified Design Expert (NNCDE) – Succession 1000/1000M Release 3.0
Nortel Networks Certified Design Specialist (NNCDS) – VoIP Succession 1000/1000M Rls. 3.0
Nortel Networks Certified Support Expert (NNCSE) – Alteon Security
Nortel Networks Certified Support Expert (NNCSE) – Contact Center
Nortel Networks Certified Support Expert (NNCSE) – Contivity Security
Nortel Networks Certified Support Expert (NNCSE) – IP Convergence CallPilot 2.0 Unified Messaging Solutions
Nortel Networks Certified Support Expert (NNCSE) – IP Convergence Meridian 1 IP Enabled 25.40
Certified Novell Engineer (CNE)
Novell Certified Engineer (NCE)
Novell Master Certified Network Engineer (CNE) 5.0
Novell Network Administrator
Novell Network Administrator – NetWare 6 or 6.5
Offensive Security Certified Professional (OSCP)
OPN Certified Specialist
Oracle Certified Associate
Oracle Certified Expert, Oracle Solaris 10 Network Administrator
Oracle Certified Network Administrator for Solaris OS 10 Oracle Certified Professional
Oracle Certified Professional
Oracle Linux 6 System Administrator
Oracle Solaris 10 Operating System Administrator
Oracle Solaris 11 System Administrator
Palo Alto Networks Certified Network Security Engineer (PCNSE)
Puppet Certified Professional
Red Hat Certified Architect (RHCA)
Red Hat Certified Engineer (RHCE)
Red Hat Certified System Administrator (RHCSA)
Red Hat Certified System Engineer (RHCE)
Red Hat Certified Technician (RHCT)

Remedy Skilled Professional (RSP)
ServiceNow Certified Application Developer
ServiceNow System Administration
ServiceNow Certified System Administrator
Sun Certified Network Administrator 9.0
Sun Certified Network Administrator 10
Sun Certified System Administrator for Solaris 10 Operating System
Sun Certified System Administrator for Solaris 8 Operating System
Sun Certified System Administrator for Solaris 9 Operating System
SUSE Certified Linux Expert (SCLE) v.9, v.10
Symantec Administration of Symantec Enterprise Vault 11.x
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup 7.5 for UNIX
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup 7.5 for Windows
Symantec Certified Specialist (VCS) Administration of Veritas NetBackup 7.6.1
Tableau Server 9
Veritas Certified Specialist (VCS) Netbackup
Veritas Certified Specialist (VCS) Administration of Veritas NetBackup 7.6.1
Veritas Certified Specialist (VCS) Administration of Veritas NetBackup 7.7
VMware Certified Advanced Professional – Cloud Infrastructure Administration (VCAP-CIA)
VMware Certified Advanced Professional – Cloud Infrastructure Design (VCAP-CID)
VMware Certified Advanced Professional 5 – Data Center Administration (VCAP5-DCA)
VMware Certified Advanced Professional 5 – Data Center Design (VCAP5-DCD)
VMware Certified Associate 6 – Cloud Management & Automation (VCA6-CMA)
VMware Certified Associate 6 – Data Center Virtualization (VCA6-DCV)
VMware Certified Associate 6 – Hybrid Cloud (VCA6-HC)
VMware Certified Associate 6 – Network Virtualization (VCA6-NV)
VMware Certified Associate 6 – Desktop & Mobility (VCA6-DTM)
VMware Certified Design Expert – Cloud (VCDX-Cloud)
VMware Certified Design Expert – Desktop (VCDX-DT)
VMware Certified Design Expert – Network Virtualization (VCDX-NV)
VMware Certified Design Expert 5 – Data Center Virtualization (VCDX5-DCV)
VMware Certified Design Expert 6 – Cloud Management & Automation (VCDX6-CMA)
VMware Certified Design Expert 6 – Data Center Virtualization (VCDX6-DCV)
VMware Certified Design Expert 6 – Desktop & Mobility (VCDX6-DTM)
VMware Certified Design Expert 6 – Network Virtualization (VCDX6-NV)
VMware Certified Implementation Expert – Network Virtualization (VCIX-NV)
VMware Certified Implementation Expert 6 – Cloud Management & Automation (VCIX6-CMA)
VMware Certified Implementation Expert 6 – Data Center Virtualization (VCIX6-DCV)
VMware Certified Implementation Expert 6 – Desktop & Mobility (VCIX6-DTM)
VMware Certified Implementation Expert 6 – Network Virtualization (VCIX6-NV)
VMware Certified Professional – Cloud (VCP-Cloud)
VMware Certified Professional (VCP)
VMware Certified Professional 6 – Cloud Management & Automation (VCP6-CMA)
VMware Certified Professional 6 – Data Center Virtualization (VCP6-DCV)
VMware Certified Professional 6 – Desktop & Mobility (VCP6-DTM)
VMware Certified Professional 6 – Network Virtualization (VCP6-NV)
Wireshark Certified Network Analyst (WCNA)

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

If you would like to be considered for Selective Certification for the professional/vendor certification you use to meet the Professional/vendor certification, education and experience requirements, you must select it in the Selective Certification section of the Online Education and Experience Test. (For more information, see **Selective Certification for Professional/Vendor Certifications** in the *Additional Information* section on page 9.)

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

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

The education requirement must be met by June 30, 2016. The professional/vendor certification(s) and experience requirement must be met by the last day of the Application Period (May 24, 2016).

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.

You must clearly specify in detail all of your relevant Professional/Vendor certification(s), education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (May 24, 2016) 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 (May 24, 2016). Once your Online Education and Experience Test is final 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 professional/vendor certification(s), education and/or experience online.

You will not receive credit for education which you obtain after June 30, 2016 or professional/vendor certification(s) and/or experience which you obtain after the end of the Application Period.

In order to receive credit for experience (not classroom based) in **local area networks and/or wide area networks**, for each employment you must have performed **at least ten (10)** of the **22 tasks** listed in Task Category #0100.0000 of the **Certified IT Administrator (LAN/WAN) Task Inventory**. (For more information, see **Item #3B(I)** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

Task Category #	Task Category
0100.0000	Performs local area network and/or wide area network work, including planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management (22 tasks).

In order to receive credit for experience (not classroom based) in **information technology**, for each employment you must have performed **at least ten (10)** of the **71 tasks** listed in any of the following Task Categories listed in the **Certified IT Administrator (LAN/WAN) Task Inventory**. (For more information, see **Item #3B(II)** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

Task Category #	Task Category
0100.0000	Performs local area network and/or wide area network work, including planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management. (22 Tasks)
0200.0000	Performs help desk work. (4 Tasks)
0210.0000	Performs network communications work. (9 Tasks)
0220.0000	Performs computer operations work. (12 Tasks)
0230.0000	Performs computer systems management work. (4 Tasks)
0240.0000	Performs technical support work. (7 Tasks)
0250.0000	Performs general security management work. (5 Tasks)
0260.0000	Performs general IT work. (8 Tasks)

The complete **Certified IT Administrator (LAN/WAN) Task Inventory** is as follows:

0100.0000	Performs local area network and/or wide area network work, including planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management. (22 Tasks)
0100.0001	Maintains and administers computer networks and related computing environments including computer hardware, systems software, network architecture and infrastructure, applications software and all configurations.
0100.0002	Develops, implements, and/or maintains network/storage capacity planning, performs data backups and disaster recovery operations; and conducts vulnerability assessments.
0100.0003	Diagnoses, troubleshoots, and resolves hardware, software, or other network and system problems, and replaces defective components when necessary.
0100.0004	Plans, coordinates and implements network security measures to monitor and protect data, software and hardware; utilizes system security software to manage breaches to system security.
0100.0005	Configures, monitors and maintains email applications or virus protection software.
0100.0006	Operates master consoles to monitor and manage the performance and availability of computer systems and/or networks, servers, storage devices, routers, hubs, switches, etc.
0100.0007	Utilizes network management and system management software tools to monitor, manage and report system performance, availability, and use; and to coordinate computer network access and use.
0100.0008	Loads computer tapes and installs software. Tests, maintains, and upgrades software, routers, switches, and operating systems software.
0100.0009	Installs, configures, maintains, and tests computer hardware (desktop PCs, servers, and/or mobile devices), networking software and operating system software; manages and maintains configuration settings, software, files, and data on those devices.
0100.0010	Monitors network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
0100.0011	Confers with users about network requirements and how to solve existing system problems.
0100.0012	Documents operational activities, including work flow, procedures, system designs, “run-book,” etc.
0100.0013	Deploys and supports encryption software products and other similar security measures to provide a mechanism to systematically encode and decode data.
0100.0014	Deploys and supports antivirus software products that scan, detect, quarantine, and eradicate viruses, worms, and malware at the desktop, at the server level, and embedded in other devices on the network.
0100.0015	Analyzes data to identify or resolve operational problems.
0100.0016	Collects data in order to evaluate and optimize network or system performance.

0100.0017	Utilizes output management software to define, manage, and distribute computer generated reports, documents, or files to various output devices including printers, facsimile machines, print viewers, browsers, or other media.
0100.0018	Researches third party vendor products; establishes and maintains vendor relationships.
0100.0019	Updates knowledge about emerging industry or technology trends.
0100.0020	Operates and monitors security products; manages internal/external user identities and adds users to the network; assigns and updates security permissions to LAN system resources.
0100.0021	Installs, tests, maintains, and/or upgrades network components including routers, switches, and operating systems software.
0100.0022	Utilizes asset management software tools to capture, record, maintain, and report information pertaining to computer system components (HW & SW) for managing technology purchases, leases, contracts, IT asset inventory, and IT assets recovery/disposal.
0200.0000	Performs help desk work. (4 Tasks)
0200.0001	Escalates questions and problems involving computer software (including business application software), hardware, connectivity, or peripheral equipment to the appropriate specialist.
0200.0002	Conducts follow-up checks to ensure that problems are resolved to end-user's satisfaction.
0200.0003	Provides end-user training for operating systems, software, and hardware.
0200.0004	Researches, evaluates, and provides feedback on problematic trends and patterns in infrastructure.
0210.0000	Performs network communications work. (9 Tasks)
0210.0001	Analyzes and defines network requirements.
0210.0002	Defines and maintains network architecture and infrastructure.
0210.0003	Analyzes communications systems workload (e.g., Load Balancing).
0210.0004	Installs, configures, maintains (and upgrades if necessary) communications networks.
0210.0005	Integrates secure voice, data, or video systems into networks.
0210.0006	Deploys, maintains (and upgrades if necessary) secure voice, data, or video systems into networks.
0210.0007	Implements, maintains, and troubleshoots various IP and non-IP based networking protocols.
0210.0008	Deploys, manages, and supports secure remote access services (RAS).
0210.0009	Configures, deploys, and supports intrusion detection products that monitor network traffic through observation of actions, security logs, or audit data, to detect, identify, and isolate attempts to make inappropriate or unauthorized access to systems resources.
0220.0000	Performs computer operations work. (12 Tasks)
0220.0001	Operates or supervises units of personnel who operate a mainframe or mini-computer and/or operates the peripherals attached to or communicating with a mainframe or mini-computer.
0220.0002	Observes and controls the operation of computer equipment, including computer output microfilm equipment; checks indicators and determines proper functioning of equipment.
0220.0003	Maintains logs of mainframe or mini-computer use and produces reports on production and machine utilization.
0220.0004	Monitors, troubleshoots, diagnoses problems, and resolves problems with mainframe computer operations or data communication.
0220.0005	Serves as technical resource person in a complex computer environment which includes a large communications network.
0220.0006	Performs administrative work related to the operation of the mainframe installation.
0220.0007	Researches, tests, and recommends the purchase of mainframe computer equipment and associated requisite software products necessary to maintain or enhance the data center's operations environment.
0220.0008	Provides management with data processing hardware technical expertise in the planning of modifications to the existing facility and identification of new or back-up sites.
0220.0009	Coordinates high-level technical responses to difficult operational issues to resolve user-related problems.
0220.0010	Coordinates production and deployment schedules, solves operational problems.
0220.0011	Supervises staff who operate computer consoles in a multiple mainframe or large mini-computer and/or microcomputer environment.
0220.0012	Conducts cost-benefit and other analyses to quantify recommendations to management.
0230.0000	Performs computer systems management work. (4 Tasks)
0230.0001	Performs difficult and responsible managerial work in the planning, organizing, and controlling of the overall activities of a major IT operation.
0230.0002	Manages the day-to-day activities of a large computer operation.
0230.0003	Serves as the head of a unit responsible for one or more major operating functions, with direct control over the resources necessary to operate an IT program using mainframe, minicomputer or microcomputer technology in one of the following - computer systems development, local area networks, storage area network, database administration, data telecommunications, computer applications programming, or systems programming.
0230.0004	Recommends procurement and budget for an IT department.
0240.0000	Performs technical support work. (7 Tasks)
0240.0001	Performs document control, corrects error transactions, prepares error reports for keying into batch transactions or checks reports for system and substantial errors; interfaces with users regarding transaction processing in the following areas: tape library, data entry, and production control.
0240.0002	Analyzes operational documentation to ensure that all required resources are available so that specific jobs and job streams can run successfully.
0240.0003	Sets up jobs/scripts to be executed; diagnoses abnormally ending jobs; corrects and re-submits jobs or consults with programmers and/or users.
0240.0004	Monitors and modifies computer scripts/programs and corrects errors.
0240.0005	Maintains logs and prepares reports documenting job runs, system/paper use, outputs, and tracking of problems.
0240.0006	Verifies output for quality, quantity, and distribution.
0240.0007	Maintains tape management system.

- 0250.0000 Performs general security management work. (5 Tasks)**
 0250.0001 Designs, deploys, and maintains VPN solutions that provide virtual-private networks.
 0250.0002 Monitors and maintains access controls and consults current security controls, guidelines, and policies to enforce compliance with existing controls, guidelines, and policies.
 0250.0003 Assists in developing and maintaining security policy, guidelines, procedures, and pertinent documents.
 0250.0004 Assists in developing security awareness programs, training, and education.
 0250.0005 Implements and ensures that information security/information assurance policies, principles, and practices are followed in the delivery of network services.
- 0260.0000 Performs general IT work. (8 Tasks)**
 0260.0001 Analyzes systems document changes used to create documents, and their impact on other documents or text.
 0260.0002 Deploys, manages, and supports Computer Telephony Integration (CTI) technology.
 0260.0003 Provides first-line diagnosing/troubleshooting of computer problems relating to applications software packages.
 0260.0004 Provides first-line diagnosing/troubleshooting of computer problems relating to operating systems, database connectivity, hardware issues, storage/network issues, security, and/or password problems.
 0260.0005 Develops and maintains problem tracking and resolution database systems.
 0260.0006 Uses tools for automating test scripts.
 0260.0007 Provides project leadership and supervision.
 0260.0008 Develops and maintains customer support policies, procedures, and standards.

Residency: City residency is not required for this position.

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 INFORMATION:

1. **Affirmation Form:** The Affirmation Form, which is found online, must be printed, signed, dated and sent by mail to the address on the form. If DCAS does not receive your completed Affirmation Form, your application will not be considered complete, and your name will not appear on the eligible list for this examination.
2. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education in this examination):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide located on the DCAS website at 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.

THE TEST: Your score will be determined by a professional/vendor certification, education and experience test. You will receive a score of 70 points for meeting the minimum professional/vendor certification, 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:

If you have satisfactory full-time experience in local area network, wide area network, and/or metropolitan area network planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement and security management for:

	You will receive:
At least 1 year but less than 2 years	6 points
At least 2 years but less than 3 years	12 points
At least 3 years but less than 4 years	18 points
At least 4 years but less than 5 years	24 points
5 or more years	30 points

In order to receive credit for experience (not classroom based) in **local area networks and/or wide area networks**, for each employment you must have performed **at least ten (10)** of the **22 tasks** listed in Task Category #0100.0000 of the **Certified IT Administrator (LAN/WAN) Task Inventory**. (For more information, see **Item #3B(I)** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

Task Category #	Task Category
0100.0000	Professional local area network and/or wide area network work, including planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management. (22 Tasks)

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. **Education and experience used to meet the minimum requirements cannot be used to gain additional credit.**

You must clearly specify in detail all of your relevant Professional/Vendor certification(s), education and experience on your Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (May 24, 2016) 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 (May 24, 2016). Once your Online Education and Experience Test is final 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 professional/vendor certification(s), education, and/or experience online.

You will not receive credit for education which you obtain after June 30, 2016 or professional/vendor certification and experience which you obtain after the end of the Application Period.

Education must be obtained **by June 30, 2016** and professional/vendor certification and experience must be obtained **by the last day of the Application Period**.

THE TEST RESULTS: Immediately after you have submitted the examination online, you will be informed of the results. If you are found Qualified, you will receive a tentative score. At the time of establishment of the eligible list for this examination, your score will become final, your name will be placed in the final score order on the eligible list, and you will be given a list number. You will be notified by mail of your final 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, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM.

ADDITIONAL INFORMATION:

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

Selective Certification for Project Management Professional (PMP): If you have a Project Management Professional (PMP) 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. If you wish to apply for this Selective Certification, select this Selective Certification in the Selective Certification section of the Online Education and Experience Test. Your certification will be checked by the appointing agency at the time of appointment. **This certification must be maintained for the duration of your employment.**

Selective Certification for PRINCE2 (PCE): If you have a PRINCE2 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. If you wish to apply for this Selective Certification, select this Selective Certification in the Selective Certification section of the Online Education and Experience Test. Your certification will be checked by the appointing agency at the time of appointment. **This certification must be maintained for the duration of your employment.**

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet this requirement at some future date, please submit a request by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the Selective Certification you are requesting on your correspondence.

Application Receipt: You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact this agency at OASys@dcas.nyc.gov. Include your social security number and the examination number and title in your email. You will also be mailed an acknowledgment letter within three months of the last date of the application period. If you do not receive an acknowledgment letter, write to this agency, Attention: Administration, Customer and Exam Support, 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.

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, Affirmation Form and payment of fee
Educational Level
Employment/Work Experience
Professional/Vendor Certifications
Selective Certification
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. **Prior to Applying for the Examination:** This examination requires all candidates to meet the Professional/Vendor Certification, Education and Experience Requirements listed in the **How to Qualify** section beginning on page 2 of this Notice of Examination (NOE). All candidates must meet the following:
 - A. **Professional/Vendor Certifications:** You **must** have one (1) of the professional/vendor certifications listed in **How to Qualify** section of the NOE. If you do not meet the professional/vendor certification requirement, you will be found **NOT QUALIFIED** and your application fee will not be refunded.
 - B. **Education and Experience:** You **must also** have the required education and work experience described in the **How to Qualify** section of the NOE in order to qualify for this examination. If you do not meet the education and experience requirements, you will be found **NOT QUALIFIED** and your application fee will not be refunded.
2. **Completing the APPLICATION:** You **must** complete the application and examination by midnight, Eastern time, of the last day of the application period. **Your application is not complete until you pay the Application Fee.** If you do not complete your application, there will be no record that you applied for the examination. Once you complete your application, you will be automatically directed to the **Online Education and Experience Test**, where you may save your Professional/Vendor Certification, Education and Experience, and, if applicable, Selective Certification(s).
3. **Completing the Online Education and Experience Test:**
 - A. **Completing the EDUCATION LEVEL section:**
 - (I) For each degree and/or diploma you select, you must fill out the information requested.
 - (II) If you were educated in a **foreign country**, your examination will be tentatively scored based on the education level you claim. You must arrange for a foreign education evaluation to be 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. An acceptable foreign education evaluation must include your full social security number printed on it by the evaluation service. If your foreign education evaluation differs from what you claimed, or if DCAS does not receive an acceptable foreign education evaluation directly from a DCAS-approved evaluation service, DCAS will re-score your examination and may mark you **NOT QUALIFIED**.
 - B. **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.
 - (I) **Experience (not classroom based) in local area networks or wide area networks:** In order to receive credit for experience (not classroom based) in local area networks or wide area networks, for each job you must select at least **ten (10)** tasks from the 22 tasks listed under Task Category #0100.0000. For example, if you select nine (9) or fewer tasks from Task Category #0100.0000, the job will **not** receive credit.
 - (II) **Experience (not classroom based) in Information Technology:** In order to receive credit for experience (not classroom based) in Information Technology, for each job you must select at least **ten (10)** tasks in total from any or all of the Task Categories (#0100.0000, #0200.0000, #0210.0000, #0220.0000, #0230.0000, #0240.0000, #0250.0000, and/or #0260.0000). For example, if you select a total of nine (9) or fewer

tasks from any combination of the Task Categories for a job, the job will **not** receive credit.

- C. Completing the PROFESSIONAL/VENDOR CERTIFICATION section:** For each Professional/Vendor Certification you possess, you must select the Vendor which issued the certification and then select the specific Professional/Vendor Certification from the drop-down list. You may save up to 5 Professional/Vendor Certifications.
- D. Completing the SELECTIVE CERTIFICATION section:** This section is optional and will not affect your score. You may save up to 150 individual Selective Certifications.

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 and at the Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 13652; Computer Software Occupational Group.

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