



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

**REQUIRED INFORMATION**

APPLICATION  
EDUCATION AND EXPERIENCE  
TEST  
FOREIGN EDUCATION  
EVALUATION GUIDE  
(IF APPLICABLE)

MICHAEL R. BLOOMBERG  
Mayor

EDNA WELLS HANDY  
Commissioner

**NOTICE  
OF  
EXAMINATION**

**COMPUTER AIDE**

**Exam No. 4021**

**WHEN TO APPLY: From: November 6, 2013**

**APPLICATION FEE: \$47.00**

**To: November 26, 2013**

**THE TEST DATE:** The multiple-choice test is expected to be held on **Saturday, February 22, 2014.**

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

**WHAT THE JOB INVOLVES:** Computer Aides operate computer consoles or networks and computer peripheral devices and/or provide users with service desk and/or desktop support. All Computer Aides perform related work.

**Special Working Conditions:** Computer Aides appointed to this position may be required to work shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Computer Aides 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 \$34,563 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. After appointment, employees may be assigned to the higher assignment level 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 valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. 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. You may come to the DCAS Computerized Testing & Applications Centers to file for this examination online and submit a money order payable to DCAS (Exams).

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

**The DCAS Computerized Testing & Applications Centers will be closed on Monday, November 11, 2013.**

**Special Circumstances Guide:** This guide is located on the DCAS website at [www.nyc.gov/html/dcas/downloads/pdf/misc/exam\\_special\\_circumstances.pdf](http://www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf) and available at the DCAS Computerized 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:** You may be given the test before we verify your qualifications. 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.

**READ CAREFULLY AND SAVE FOR FUTURE REFERENCE**

**Education and Experience Requirements:**

1. A four-year high school diploma or its educational equivalent, **and**
  - (a) six months of full-time mainframe, mini-computer or LAN/WAN computer operations experience or service desk/desktop support experience acquired in the past one year and three months; or
  - (b) graduation from an approved technical school (approximately 675 hours) with a specialization in mainframe/mini-computer operations **and/or** technical support acquired in the past five years and three months; or
  - (c) currently valid A+ or Network+ certification; or
2. An associate degree or 60 semester credits from an accredited college including or supplemented by 12 semester credits in computer technology; or
3. Education and/or experience that is equivalent to “1” or “2” above. Undergraduate credit may be substituted for experience on the basis of 30 semester credits, from an accredited college, including or supplemented by six credits in computer technology for three months of experience. However, all candidates must have a high school diploma or its educational equivalent.

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** towards meeting the education and experience requirements for this examination.

**The education requirement must be met by January 31, 2014. The experience requirement must be met by the last day of the Application Period.**

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.

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 education and experience on your Education and Experience Test and submit it by the end of the application period.** You will not receive credit for education which you obtain after January 31, 2014 or experience which you obtain after the end of the application period, nor will you be permitted to submit new or additional information about your education and experience once the application period has ended.

**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.

**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 Test:** Fill out **Sections A.1 (if applicable), A.2, A.3 (if applicable), A.4 (if applicable), A.6 (if applicable), B (if applicable), and C (if applicable).** This test must be filled out completely and in detail for you to receive your proper rating. Follow the online instructions.
3. **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. **Note:** If you have college credits in computer technology acquired from an institution outside the United States and you intend to claim such credits under items 2 or 3 of the *How to Qualify* section, you must ask for a "**course-by-course**" evaluation (which includes a "**document-by-document**" 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:** 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 abilities determined to be important to the performance of the tasks of a Computer Aide. Task areas to be tested are as follows: operating an electronic computer and peripheral equipment attached or communicating with an electronic computer; observing and controlling the operation of computer equipment; clerical/record keeping; and data entry/word processing.

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

**Problem Sensitivity** is the ability to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem, as well as elements of the problem. Example: answering calls from customers who call the help desk and assessing their issues or problems.

**Number Facility** is the ability to add, subtract, multiply, and divide quickly and correctly. This can be steps in other operations like finding percentages. Example: calculating the average number of help desk tickets completed in a given period of time.

**Deductive Reasoning** is the ability to apply general rules to specific problems to come up with logical answers. Example: A coworker asks for help when they discover that they are not able to reply to an e-mail. Your first action is to see whether they have hit the 'Reply' button, allowing access to the writing field.

**Inductive Reasoning** is 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: determining which pieces of information should be inserted into a form, report, database, etc.

**Information Ordering** is 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: While you are moving a computer system, you forget the order of the attached wires. One solution would be to try different combinations.

**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 permitted; however, they must be hand-held, battery or solar powered, numeric only. 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 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 Exam Support Group, 1 Centre Street, 14<sup>th</sup> Floor, Manhattan, to obtain a duplicate notice.

**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.

**ADDITIONAL INFORMATION:**

**Selective Certification for Special Experience:** If you have at least six months of full-time paid experience acquired within the last three years and three months in one of the following areas: mainframe/mini-computer operation; LAN/WAN computer operation; or service desk/desktop support, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment. This requirement 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 - GEG, 1 Centre Street, 14<sup>th</sup> Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

**SPECIAL ARRANGEMENTS:**

**Make-up Test:** You may apply for a make-up test if you cannot take the test on the regular test date 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; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the 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 exam.

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

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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 Computerized Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 13620; Computer Operations Occupational Group

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