NOTICE OF EXAMINATION

COMPUTER ASSOCIATE (TECHNICAL SUPPORT)

Exam No. 7003

WHEN TO APPLY: From: September 7, 2016 To: September 27, 2016

APPLICATION FEE: $68.00
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.

Candidates who applied for Computer Associate (Technical Support), Exam No. 6028, which was canceled, should follow instructions on “Next Steps” in the letter that was sent to them by DCAS.

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 $46,405 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. 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 apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. All new OASys accounts require verification before a candidate can 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 apply 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:

<table>
<thead>
<tr>
<th>Manhattan</th>
<th>Brooklyn</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Lafayette Street</td>
<td>210 Joralemon Street</td>
</tr>
<tr>
<td>17th Floor</td>
<td>4th Floor</td>
</tr>
<tr>
<td>New York, NY 10007</td>
<td>Brooklyn, NY 11201</td>
</tr>
</tbody>
</table>

**Special Circumstances Guide**: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_e_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**: 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 or university 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 or university 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.

The education requirement must be met by January 31, 2017. The experience requirement must be met by the last day of the Application Period (September 27, 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 education and experience on your Education and Experience Test and submit it by the end of the Application Period. If you are currently employed by the City of New York, do not assume that persons reviewing your Education and Experience Test will know information which you do not provide on your Education and Experience Test, including information about your current job. If you have applied for a previous examination, do not assume that persons reviewing your Education and Experience Test will know about information you provided on a previous Education and Experience Test.

You will not receive credit for education which you obtain after January 31, 2017 or experience which you obtain after the end of the Application Period.

**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.4 (if applicable), A.6 (if applicable), B and D (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 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 the evaluation as follows:
(A) If you wish to claim a diploma or degree only and do not wish to claim any semester credits in the area(s) described in The Test section on pages 3-4, ask for a "document-by-document" evaluation of your foreign education.

(B) If you wish to claim a diploma/degree and/or semester credits in the area(s) described in The Test section on pages 3-4, ask for a "course-by-course" evaluation (which includes a "document-by-document" evaluation) of your foreign education.

(C) If you wish to claim continuing education course(s) described in The Test section on pages 3-4 ask the Evaluation Service to recommend the appropriate type of evaluation.

You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: Your score will be determined by an education and experience test. You will receive a score of 70 points for meeting the education and experience requirements listed above. After these requirements are met, you will receive additional credit up to a maximum of 100 points, on the following basis:

**Experience:**
If you have satisfactory full-time experience in mainframe computer environments, mid-range computer environments, LAN or WAN computer environments, and/or local desktop support for:

- At least 6 months but less than 1 year: 6 points
- At least 1 year but less than 2 years: 12 points
- At least 2 years but less than 3 years: 18 points
- At least 3 years but less than 4 years: 24 points
- 4 or more years: 30 points

**Education:** Ten (10) points is the maximum amount of additional points for education that may be credited for graduate credit(s), undergraduate credit(s), and continuing education course(s) combined.

If you have graduate semester credits completed at an accredited college or university in computer information systems, computer science and/or science, technology, engineering and mathematics (STEM) course areas such as physics, engineering, logic/proof-based mathematics, and/or statistics, for the completion of (see notes 1 and 2 below):

- 3 to 8 graduate semester credits: 2 points
- 9 to 14 graduate semester credits: 4 points
- 15 to 20 graduate semester credits: 6 points
- 21 to 26 graduate semester credits: 8 points
- 27 or more graduate semester credits: 10 points

If you have undergraduate semester credits completed at an accredited college or university in computer information systems, computer science and/or science, technology, engineering and mathematics (STEM) course areas such as physics, engineering, logic/proof-based mathematics, and/or statistics, for the completion of (see notes 1 and 2 below):

- 3 to 8 undergraduate semester credits: 1 point
- 9 to 14 undergraduate semester credits: 2 points
- 15 to 20 undergraduate semester credits: 3 points
- 21 to 26 undergraduate semester credits: 4 points
- 27 or more undergraduate semester credits: 5 points

If you have completed any continuing education courses in computer technical support such as telecommunications, operating systems, virtualization, enterprise storage and/or networking; computer information systems; computer science; and/or science, technology, engineering and mathematics (STEM) course areas such as physics, engineering, logic/proof-based mathematics, and/or statistics at an accredited college or university or at a professional training center, for the completion of (see note 2 below):

- One (1) continuing education course: 1 point
- Two (2) continuing education courses: 3 points
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 education and experience on your Education and Experience Test and submit it by the end of the Application Period. Do not assume that persons reviewing your Education and Experience Test will know information which you do not provide on your Education and Experience Test, including information about your current job. If you have applied for a previous examination, do not assume that persons reviewing your Education and Experience Test will know about information you provided on a previous Education and Experience Test. You will not receive credit for education which you obtain after January 31, 2017 or experience which you obtain after the end of the Application Period.

Education must be obtained by January 31, 2017 and experience must be obtained by the last day of the Application Period (September 27, 2016).

THE TEST RESULTS: If you pass the education and experience 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, 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 Certification and/or Special Experience: If you have the certification and/or experience listed in one or more of the areas listed below, you may be considered for appointment to positions requiring a certification and/or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given prefered consideration for positions requiring this certification and/or experience. Your certification(s) and/or experience will be checked by the appointing agency at the time of appointment.

Note: In Section D of the Education and Experience Test, please enter the 3-digit code that corresponds to the Selective Certification(s) you wish to be considered for, and separate each with a comma and no space. There should be no more than ten (10) Selective Certification entries per line. For example, if you wish to select Selective Certifications #1 and #2, enter the following in Section D of the Education and Experience Test: AIS,339.

1. Administrative Information Systems: At least two (2) years of satisfactory, full-time technical support experience with administrative Information Systems (including Resources, Finance, Accounting, etc.) creating, maintaining databases and/or modifying HR information systems to create additional functionality or create queries. To add Selective Certification for Administrative Information Systems, enter "AIS" in Section D of the Education and Experience Test.

2. AIX Server Administration: At least two (2) years of satisfactory, full-time experience in AIX System administration, including such tasks as in-depth installation, configuration, administration and troubleshooting enterprise class servers, configuration and management of networking in AIX, management and configuration of VIO client partitions. To add Selective Certification for AIX Server Administration, enter "339" in Section D of the Education and Experience Test.

3. Apple Operations Technical Support: A valid Apple Certified Technical Coordinator (ACTC) certification or Apple Certified Macintosh Technicians (ACMT) certification or at least two (2) years of satisfactory, full-time experience in the support of Apple systems, including print, graphics and post-editorial support. To add Selective Certification for Apple Operations Technical Support, enter "AOT" in Section D of the Education and Experience Test.

4. Brocade Certified Fabric Administrator (BCFA) Certification: A valid Brocade Certified Fabric Administrator (BCFA) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification Brocade Certified Fabric Administrator (BCFA) Certification, enter "129" in Section D of the Education and Experience Test.

Notes:

1. Any course(s) completed as part of an associate or baccalaureate degree program, including those in STEM course areas, which are applied toward the qualification requirement, cannot receive additional credit.

2. You must list each and every undergraduate, graduate, and/or continuing education course for which you wish to be evaluated for credit in Section A.6 of the Education and Experience Test.

Three (3) continuing education courses 5 points

Notes:

1. You must list each and every undergraduate, graduate, and/or continuing education course for which you wish to be evaluated for credit in Section A.6 of the Education and Experience Test.
5. Business & Staff Operations: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of supporting the day-to-day operational needs of an IT organization, including, but not limited to: handling staff inquiries/requests, logging technical support tickets (e.g. desktop, network, mobile devices, etc.), instructing internal users on how to use agency applications/devices, tracking IT resources, provisioning training, coordinating technology upgrades, managing floor plans, maintaining operational readiness, creating/updating reports, etc. To add Selective Certification for Business & Staff Operations, enter "SBO" in Section D of the Education and Experience Test.

6. Business Intelligence/Analytics Systems: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of Business Intelligence or Analytics systems. Examples include, but are not limited to: OBIEE, DAC, Informatica Power Exchange, Power Center, SSIS, Data Warehouse, SAS, PL/SQL, BI Publisher, Actuate and/or BI Publisher reports, Visual Studio, IIS, WebLogic, WebTrend, SQL Server, SSRS, XML/XSL/Web Services, Unix, Linux and SQL. To add Selective Certification for Business Intelligence/Analytics Systems, enter "BAS" in Section D of the Education and Experience Test.

7. Certified Associate in Project Management (CAPM): A valid professional certification as a Certified Associate in Project Management (CAPM) from the Project Management Institute (PMI). To add Selective Certification for Certified Associate in Project Management (CAPM), enter "CAP" in Section D of the Education and Experience Test.

8. Certified Electronics Technician (CET) Certification: A valid Certified Electronics Technician (CET) certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems. To add Selective Certification for Certified Electronics Technician (CET) Certification, enter "174" in Section D of the Education and Experience Test.

9. CompTIA A+: A valid CompTIA A+ certification from CompTIA or a certified training partner. To add Selective Certification for CompTIA A+, enter "A+C" in Section D of the Education and Experience Test.

10. Computer Telephony Integration Systems: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of Computer Telephony Integration (CTI) systems. Examples include, but are not limited to: Genesys, PBX, Nortel or/and Avaya Telephony system IIS, Siebel, MS Dynamics, Oracle CRM and Salesforce, Unix, Linux and SQL. To add Selective Certification for Computer Telephony Integration Systems, enter "CTS" in Section D of the Education and Experience Test.

11. Customer Relationship Management (CRM) Systems: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of industry leading Customer Relationship Management (CRM) Systems. Examples include, but are not limited to: Siebel, MS Dynamics, Oracle CRM and Salesforce, Actuate and/or BI Publisher reports, Visual Studio, IIS, SQL Server, SSRS, XML/XSL/Web Services, Unix, Linux and SQL. To add Selective Certification for Customer Relationship Management (CRM) Systems, enter "CMS" in Section D of the Education and Experience Test.

12. EMC Certified Storage Administrator - Storage Area Network (SAN) Certification: A valid EMC Certified Storage Administrator - Storage Area Network (SAN) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification for EMC Certified Storage Administrator - Storage Area Network (SAN) Certification, enter "24B" in Section D of the Education and Experience Test.

13. EMC Certified Storage Administrator - VMAX Solutions Certification: A valid EMC Certified Storage Administrator - VMAX Solutions certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification for EMC Certified Storage Administrator - VMAX Solutions Certification, enter "24C" in Section D of the Education and Experience Test.

14. EMC Certified Storage Administrator - VNX Solutions Certification: A valid Storage Administrator Specialist (VNX solutions) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification for EMC Certified Storage Administrator - VNX Solutions Certification, enter "24D" in Section D of the Education and Experience Test.

15. EMC Certified Storage Administrator (EMCSA) Specialist - Isilon Certification: A valid EMC Certified Storage Administrator (EMCSA) Specialist - Isilon certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification for EMC Certified Storage Administrator (EMCSA) Specialist - Isilon Certification, enter "24E" in Section D of the Education and Experience Test.

16. Enterprise Knowledge Sharing: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Enterprise Knowledge Sharing and collaboration technology platforms (e.g., Microsoft SharePoint) in order to support technical reference repositories, shared resources, network of technical expertise, and development/evaluation of enterprise technology solutions. To add Selective Certification for Enterprise Knowledge Sharing, enter "EKX" in Section D of the Education and Experience Test.

17. Enterprise Web Analytics: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of Enterprise Web Analytics Systems. Examples include, but are not limited to: WebTrends Analytics, Google Analytics, Microsoft SQL Server. To add Selective Certification for Enterprise Web Analytics, enter "25D" in Section D of the Education and Experience Test.
18. Federal Communications Commission (FCC) Commercial Radio License(s): A valid Federal Communications Commission (FCC) Commercial Radio License and at least two (2) years of satisfactory, full-time experience providing technical support and maintenance for public safety communication systems. Examples of FCC Commercial Radio Licenses include: FCC GROL (General Radio Operator License) with or without Radiator Endorsement; GMDSS (Global Maritime Distress Safety System) Operator or Maintainer License. To add Selective Certification for Federal Communications Commission (FCC) Commercial Radio License(s), enter "282" in Section D of the Education and Experience Test.

19. Geographic Data Operations: At least two (2) years of satisfactory, full-time experience providing technical support for the day-to-day operations of an enterprise Geographic Information Systems (GIS), or location-based multi-user database. Experience should include, but is not limited to: working with business owners to understand and document data requirements; coordinating data delivery among external groups; design, development, maintenance and/or support of databases; running, reviewing and analyzing validation and/or ETL (Extract, Transform, Load) programs; and performing data analysis. To add Selective Certification for Geographic Data Operations, enter "315" in Section D of the Education and Experience Test.

20. Incident Command Structure (ICS), Communications Leader (COML), or Communications Technician (COMT) Certification: A valid Incident Command Structure (ICS) certification or Communications Leader (COML) certification or Communications Technician (COMT) certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems. To add Selective Certification for Incident Command Structure (ICS), enter "382" in Section D of the Education and Experience Test.

21. IT Problem Management: At least three (3) years of satisfactory, full-time experience in a large scale IT enterprise managing a team that is responsible for managing the life cycle and process of problems to stabilize IT service delivery and prevent reoccurrence of IT impacting critical systems. To add Selective Certification for IT Problem Management, enter "42D" in Section D of the Education and Experience Test.

22. IT Support - BMC Service Desk: At least two (2) years of satisfactory, full-time experience in the use of BMC Service Desk software to open and track technical support issues to resolution, track and document change management, and track problems for Root Cause Analysis using the ITIL framework. To add Selective Certification for IT Support - BMC Service Desk, enter "42K" in Section D of the Education and Experience Test.

23. IT Support - Cherwell: At least two (2) years of satisfactory, full-time experience in the use of Cherwell software to open and track technical support issues to resolution, track and document change management, and track problems for Root Cause Analysis using the ITIL framework. To add Selective Certification for IT Support - Cherwell, enter "42L" in Section D of the Education and Experience Test.

24. IT Support - Mainframe Operations: At least two (2) years of satisfactory, full-time experience in the use and support of mainframe operations, using the Dynamic Forms System (DFS) to support mainframe printing, mainframe scanning and adding and removing printers and scanners; using 3270 emulators such as Mocha and Webconnect; and supporting mainframe operations using the Macintosh platform. To add Selective Certification for IT Support - Mainframe Operations, enter "42M" in Section D of the Education and Experience Test.

25. IT Support - Remote Support: At least two (2) years of satisfactory, full-time experience in the use of specific IT Management tools, such as Governlan Tools to log into unattended and attended workstations for providing technical assistance to users, real-time detection of users logged-in to workstations and comprehensive AD management, generating reports on AD objects, conducting global systems management tasks and AD changes, and detecting specific configurations, and the use of Governlan’s WMIX features including PowerShell or VB WMI scripts, generating WQL queries and to leverage WMIC standards. To add Selective Certification for IT Support - Remote Support, enter "42N" in Section D of the Education and Experience Test.

26. IT Support - SW Deployment: At least two (2) years of satisfactory, full-time experience in the use of specific deployment software, such as Systems Center Configuration Manager, deploying software to over 12,000 workstations, patching Windows security and MS Office critical systems, patching third party applications within the Windows and Mac environments using Shavlik in conjunction with SCCM, imaging workstations and dynamically patching the image to keep at a current state matching the AD environment. To add Selective Certification for IT Support - SW Deployment, enter "42O" in Section D of the Education and Experience Test.

27. IT/Wireless Certification(s): A valid IT/Wireless certification and at least two (2) years of satisfactory, full-time experience providing technical support and maintenance for public safety communication systems. Examples of IT/Wireless Certifications include, but are not limited to: Motorola Certified Land Mobile Radio (LMR) Communications Professional, Motorola Certified Wireless Data (LTE) Communications Systems Professional, Motorola Certified Astro 25 Radio System Administrator, Motorola Certified Astro 25 M Core Engineer Technician, CWNA; CWNP; CCNA; CITT/ITCCIE; A+; Network +. To add Selective Certification for IT/Wireless Certification(s), enter "42P" in Section D of the Education and Experience Test.

28. ITIL Certification: A valid ITIL Practitioner certification and at least two (2) years of satisfactory, full-time experience with implementation, configuration, change and incident management and process support in an IT enterprise level environment. To add Selective Certification for ITIL Certification, enter "417" in Section D of the Education and Experience Test.

29. LAN/WAN Network Engineering Administration: A valid Cisco Certified Network Professional (CCNP) certification and at least three (3) years of satisfactory, full-time experience with IP
switched/routed based network; experience routing and switching (LAN/WAN), HSRP, GLBP, QOS multicasting, VLANs, VTP, NTP and load balancing; experience with IP addressing and subnetting (IPv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; experience with basic troubleshooting experience of Cisco hardware/OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches. To add Selective Certification for LAN/WAN Network Engineering Administration, enter "CLW" in Section D of the Education and Experience Test.

30. Land Mobile Radio (LMR) System Training/Certifications: A valid Land Mobile Radio (LMR) System Training/Certification and at least two (2) years of satisfactory, full-time experience designing, operating or maintaining public safety communication systems. Examples of LMR System Training/Certifications include, but are not limited to: P25 Trunking Radio Networks, Microwave Backhaul Links, MCC 7500 Console Systems, Subscriber Programming Training (APX, XTS, XTL line of subscribers). To add Selective Certification Land Mobile Radio (LMR) System Training/Certifications, enter "482" in Section D of the Education and Experience Test.

31. Lean Six Sigma Greenbelt Certification: A valid Lean Six Sigma Green Belt certification and at least two (2) years of satisfactory, full-time experience in the design, implementation and management of mid- to large-size IT projects. To add Selective Certification for Lean Six Sigma Greenbelt Certification, enter "LSG" in Section D of the Education and Experience Test.

32. Microsoft Certified IT Professional (MCTIP) Certification: A valid Microsoft Certified IT Professional (MCTIP) certification from Microsoft or Microsoft-certified training partner. To add Selective Certification for Microsoft Certified IT Professional (MCTIP) Certification, enter "45A" in Section D of the Education and Experience Test.

33. Microsoft Certified Solutions Associate (MCSA) Certification: A valid Microsoft Certified Solutions Associate (MCSA) certification from Microsoft or a Microsoft-certified training partner. To add Selective Certification for Microsoft Certified Solutions Associate (MCSA) Certification, enter "438" in Section D of the Education and Experience Test.

34. Microsoft Certified Solutions Associate: Office 365 (MCSA: Office 365) Certification: A valid Microsoft Certified Solutions Associate: Office 365 (MCSA: Office 365) certification from Microsoft or Microsoft-certified training partner. To add Selective Certification for Microsoft Certified Solutions Associate: Office 365 (MCSA: Office 365) Certification, enter "45B" in Section D of the Education and Experience Test.

35. Microsoft Certified Solutions Associate: SQL (MCSA: SQL) Certification: A valid Microsoft Certified Solutions Associate: SQL (MCSA: SQL) certification from Microsoft or a Microsoft-certified training partner. To add Selective Certification for Microsoft Certified Solutions Associate: SQL (MCSA: SQL) Certification, enter "45C" in Section D of the Education and Experience Test.


41. Microsoft Office Specialist (MOS) Certification: A valid Microsoft Office Specialist (MOS) certification from Microsoft or a Microsoft-certified training partner. To add Selective Certification for Microsoft Office Specialist (MOS) Certification, enter "45J" in Section D of the Education and Experience Test.

42. Microsoft Technology Associate (MTA) Certification: A valid Microsoft Technology Associate (MTA) certification from Microsoft or a Microsoft-certified training partner. To add Selective Certification for Microsoft Technology Associate (MTA) Certification, enter "462" in Section D of the Education and Experience Test.
43. Multi-Large Scale System Support Management: At least two (2) years of satisfactory, full-time experience in design, deployment, administration, and operations of Enterprise level SAN and NAS solutions. This experience should include all levels of the project cycle from architecting to deployment to day to day operations including troubleshooting Enterprise class data storage systems in multiple OS environments. To add Selective Certification for Multi-Large Scale System Support Management, enter "477" in Section D of the Education and Experience Test.

44. NetApp Certified Data Administration (NCDA) Certification: A valid NetApp Certified Data Administrator (NCDA) certification and at least two (2) years of satisfactory, full-time experience in administration of Enterprise-level storage systems. To add Selective Certification for NetApp Certified Data Administration (NCDA) Certification, enter "490" in Section D of the Education and Experience Test.

45. Novell Network Operations: At least two (2) years of satisfactory, full-time experience installing, configuring, and supporting LAN/WAN infrastructure using Novell Client and ZENWORKS Configuration tools. To add Selective Certification for Novell Network Operations, enter "NOL" in Section D of the Education and Experience Test.

46. Oracle RAC: At least four (4) years of satisfactory, full-time experience in implementing/managing Oracle RAC environments, implementing Grid Infrastructure release 11.2 or higher on a Unix/Linux environment, ASM cluster Filesystem implementation/maintenance, patching grid infrastructure software, implementing instance caging, and adding a new disk to an ASM disk group. To add Selective Certification for Oracle RAC, enter "580" in Section D of the Education and Experience Test.

47. PMI PMP Certification: A valid Portfolio Management Professional (PMP) certification from the Project Management Institute (PMI) and at least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of project and portfolio management (PPM) tools (e.g., Clarity, MS Project Server). To add Selective Certification for PMI PMP Certification, enter "587" in Section D of the Education and Experience Test.

48. Project Management: At least one (1) year of satisfactory, full-time experience managing and coordinating the implementation of a project or a major IT initiative. Experience should include, but is not limited to: supervision of staff in support of Microsoft Office Suite, Microsoft Project, Microsoft SharePoint, Clarity, Basecamp, JIRA, Primavera. To add Selective Certification for Project Management, enter "5ME" in Section D of the Education and Experience Test.

49. Project Portfolio Management: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of project and portfolio management (PPM) tools. Examples include, but are not limited to: Clarity, MS Project Serve and must have the Portfolio Management Professional (PMP) certification from the Project Management Institute (PMI). To add Selective Certification for Project Portfolio Management, enter "5PPM" in Section D of the Education and Experience Test.

50. RACF Security Administration: At least five (5) years of satisfactory, full-time experience in processing access requests in a large mainframe environments including Mainframe security - RACF (IBM) administration. To add Selective Certification for RAC Security Administration, enter "5AC" in Section D of the Education and Experience Test.

51. Service Desk Supervision: At least three (3) years of satisfactory, full-time experience supervising staff in a technical support or help desk environment and quality assurance review. Experience should include, but is not limited to: supervision of staff in support of Microsoft Office Suite, Microsoft Operating Systems, Browser-based applications (Siebel, .NET Framework, Java), Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, Microsoft GoToASSIST, Remedy, and BladeLogic Client Management. To add Selective Certification for Service Desk Supervision, enter "61B" in Section D of the Education and Experience Test.

52. Service Desk Technical Support: At least three (3) years of satisfactory, full-time experience in providing technical support for a technical service desk and/or technical help desk support. Experience should include, but is not limited to: Microsoft Office Suite, Microsoft Operating Systems, browser-based applications (Siebel, .NET Framework, Java), Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, Microsoft GoToASSIST, Remedy, and BladeLogic Client Management. To add Selective Certification for Service Desk Technical Support, enter "61B" in Section D of the Education and Experience Test.

53. Technical Environment Review: At least two (2) years of satisfactory, full-time experience in providing technical support and the review of technical specifications for hosting environments, including, but not limited to, server operating systems such as Microsoft Windows, Red Hat Enterprise Linux, SUSE Linux Enterprise, and Oracle Solaris; database platforms such as Oracle, MS SQL Server, NoSQL, NewSQL, or various open source databases; technology requirements such as network load balancing, rules, firewall rules, storage size and IOPS needs, and network connectivity requirements. To add Selective Certification for Technical Environment Review, enter "TE5" in Section D of the Education and Experience Test.

54. Technical Environment Specification: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance for hosting environments and their technical specifications, including, but not limited to: server operating systems such as Microsoft Windows, Red Hat Enterprise Linux, SUSE Linux Enterprise, and Oracle Solaris; database platforms such as Oracle, MS SQL Server, NoSQL, NewSQL, or various open source databases; technology requirements such as network load balancing, rules, firewall rules, storage size and IOPS needs, and network connectivity requirements. To add Selective Certification for Technical Environment Specification, enter "721" in Section D of the Education and Experience Test.
55. UNIX/LINUX Server Administration: At least two (2) years of satisfactory, full-time experience in UNIX/LINUX System administration, including such tasks as in-depth installation, configuration, administration and tuning enterprise class servers, and HP VMware virtualization. To add Selective Certification for UNIX/LINUX Server Administration, enter "DAX" in Section D of the Education and Experience Test.

56. VM Ware Engineering (Wintel): At least three (3) years of satisfactory, full-time experience in Converged Network Architectures, 10 GB, NFS and/or Cisco Nexus (1k,2k,5k,7k). To add Selective Certification for VM Ware Engineering (Wintel), enter "744" in Section D of the Education and Experience Test.

57. Voice over IP (VoIP) Operations: At least two (2) years of satisfactory, full-time experience installing, configuring, and supporting CISCO Voice over IP (VoIP) telephone systems. To add Selective Certification for Voice over IP (VoIP) Operations, enter "743" in Section D of the Education and Experience Test.

58. Web Content Management Systems Administration: At least two (2) years of satisfactory, full-time experience in the installation, configuration, implementation, maintenance and enhancement of Web-Content Management Systems. Examples include, but are not limited to: Apache Web Server, Microsoft IIS, Tomcat, JBOSS, WebLogic, WebSphere, IBM MQ, iWay, FileNet, Documentum, TeamSite, Portal, and Siebel. To add Selective Certification for Web Content Management Systems Administration, enter "WCS" in Section D of the Education and Experience Test.

59. Web Content Management Systems: At least two (2) years of satisfactory, full-time experience in providing technical support and maintenance of Web-Content Management Systems. Examples include, but are not limited to: Apache Web Server, Microsoft IIS, Tomcat, JBOSS, WebLogic, WebSphere, IBM MQ, iWay, FileNet, Documentum, TeamSite, Portal, and Siebel. To add Selective Certification for Web Content Management Systems, enter "783" in Section D of the Education and Experience Test.

60. Web Data Operations: At least two (2) years of satisfactory, full-time experience providing technical support for the day-to-day operations of a data sharing tool or portal with tasks including, but not limited to: working with business owners to understand and document data requirements; coordinating data delivery among external groups; design, development, maintenance and/or support of databases or data integration software/tools (e.g. Informatica, MS SSIS, FME); reading and responding to public user feedback; writing, editing, and approving content to be published; and performing data analysis. To add Selective Certification Web Data Operations, enter "WDO" in Section D of the Education and Experience Test.

61. Web Infrastructure Systems: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of Enterprise Integration Bus and its related platforms. Examples include, but are not limited to: IBM WebSphere Broker, IBM MQ, IBM DataPower, WebLogic, iWay, Oracle BPM. To add Selective Certification for Web Infrastructure Systems, enter "785" in Section D of the Education and Experience Test.

62. Windows Desktop Support: At least two (2) years of satisfactory, full-time experience providing technical support and maintenance of hardware, applications, operating systems and computer imaging in a Microsoft Windows environment. Examples include, but are not limited to: Microsoft Office Suite, Microsoft Operating Systems, browser-based applications (Siebel, .NET Framework, Java), Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, SCCM and BladeLogic Client Management. To add Selective Certification for Windows Desktop Support, enter "WSL." in Section D of the Education and Experience Test.

63. Wireless Broadband Network: At least one (1) year of satisfactory, full-time experience in providing technical support and maintenance of large scale wired and wireless networks. Experience should include, but is not limited to: Microsoft Windows/Office, networking (LAN/WAN), security, desktop support, Wi-Fi standards, commercial wireless technologies (mobile data), Wireshark, Linux, Cisco hardware/IOS, TCP/IP, and Remedy. To add Selective Certification for Wireless Broadband Network, enter "802" in Section D of the Education and Experience Test.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet any of these requirements 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.

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