



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

SCHOOL COMPUTER TECHNOLOGY SPECIALIST (DOE)
Exam No. 7045

<p>WHEN TO APPLY: From: April 5, 2017 To: April 25, 2017</p>	<p>APPLICATION FEE: \$54.00 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.</p>
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YOU ARE RESPONSIBLE FOR READING THIS NOTICE IN ITS ENTIRETY BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES: School Computer Technology Specialists (DOE) perform work related to the instructional and administrative information systems located within a school in the areas of computer maintenance and repair, mainframe, server and/or mini computer operations, software and technical support, and training. School Computer Technology Specialists (DOE) may drive a motor vehicle. All School Computer Technology Specialists (DOE) perform related work.

Special Working Conditions: School Computer Technology Specialists (DOE) may be required to work shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by School Computer Technology Specialists (DOE) and environmental conditions experienced are: lifting moderately heavy items, climbing stairs, carrying moderately heavy items up stairs, standing or walking for long periods of time, crouching, kneeling, bending, stretching and pulling/pushing large equipment.

(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 \$38,160 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.

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

You must complete the entire examination by midnight, Eastern Time, of the last day of the application period (April 25, 2017). If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

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 Education and Experience Test. Your education and experience will be evaluated online and you will receive immediate tentative results. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified", your application fee will not be refunded and you will not receive a score.

Education and Experience Requirements:

1. A four-year high school diploma or its educational equivalent and one year of satisfactory full-time experience in computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support; **or**
2. Education and/or experience equivalent to "1" above. However, all candidates must have a four-year high school diploma or its educational equivalent. Education above the high school level may be substituted for experience described in "1" above at a rate of 30 semester credits from an accredited college or university, including or supplemented by 6 semester credits in mainframe, server and/or mini computer operations or a computer-related field of study, for six months of experience. Graduation from an approved technical school with at least 450 hours in a specialization in mainframe, server or mini computer operations or a certified technical training program with at least 450 hours in computer maintenance and repair may be substituted for three months of the experience described in "1" above.

The education requirement must be met by June 30, 2017. The experience requirement must be met by the last day of the Application Period (April 25, 2017).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The technical school 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 Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (April 25, 2017) 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 (April 25, 2017). 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 education and experience online.

You will not receive credit for education which you obtain after June 30, 2017 or experience which you obtain after the end of the Application Period.

In order to receive credit for satisfactory experience performing computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support work, for each employment you must have performed **at least six (6)** of the tasks listed in the **School Computer Technology Specialist (DOE) Task Inventory**. (For more information see **Item #3D** in the *Special Insert: Guide for Completing the Online Examination* at the end of the document.)

School Computer Technology Specialist (DOE) Task Inventory

Task Category #	Task Category
0100.0000	Performs computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support.
0100.0001	Performs preventative maintenance on computer systems, such as computer labs, including remote mainframe/server terminal equipment and network printers.
0100.0002	Performs maintenance for projectors and interactive panels such as Smart Boards.
0100.0003	Provides ongoing maintenance and database support for computer systems equipment located in classrooms, libraries, computer labs, administrative offices and program offices by use of diagnostic tools and state-of-the-art test instruments and equipment.

0100.0004	Conducts technology-related professional development for instructional and support staff.
0100.0005	Provides assistance to instructional and school support staff in resolving hardware and software problems, communicates with help desk and vendors, and takes or recommends appropriate correction actions.
0100.0006	Maintains logs of computer use in classrooms and labs and related repair records.
0100.0007	Maintains inventory and consults on computer equipment purchases and peripheral equipment purchases.
0100.0008	Provides technical assistance and support to school administrators and staff in the design, construction and ongoing maintenance of a school's website; maintains inventory records.
0100.0009	Advises the principal and instructional staff on technology needs and resources.
0100.0010	Produces reports on production and machine utilization for review by school administrators and instructional staff.
0100.0011	Troubleshoots TCP/IP connections by utilizing components such as the ping tool and releasing/renewing IP addresses.
0100.0012	Troubleshoots DNS server connectivity and other related issues.

Driver License Requirement: A motor vehicle Driver License valid in the State of New York is required for those positions requiring the operation of a motor vehicle in the normal course of daily assignments. This license must be maintained for the duration of employment.

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. **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 an evaluation as follows:
 - (A) If you wish to claim a high school diploma only and do not wish to claim any college or university semester credits in the subject area(s) described in paragraph 2 of the "Education and Experience Requirements" section on page 2 then ask for a "**document-by-document**" (general) evaluation.
 - (B) If you wish to claim semester credits in the subject area(s) stated in paragraph 2 of the "Education and Experience Requirements" section, then ask for a "**course-by-course**" evaluation (which includes a "document-by-document" evaluation) of your foreign education.
 - (C) If you wish to claim graduation from a technical school with a specialization in mainframe, server or mini computer operations or a training program in computer maintenance and repair described in paragraph 2 of the "Education and Experience Requirements" section on page 2, then ask the Evaluation Service to recommend the appropriate type of evaluation and ensure that the evaluation states the number of hours completed.

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 on Page 2. 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 performing computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support work for:

You will receive:

At least 6 months but less than 12 months	6 points
At least 12 months but less than 18 months	12 points
At least 18 months but less than 24 months	18 points
At least 24 months but less than 30 months	24 points
30 months or more	30 points

In order to receive credit for satisfactory experience performing computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support work as described on page 2, for each employment you must have performed at least **six (6)** of the tasks listed in the **School Computer Technology Specialist (DOE) Task Inventory** shown in the **How to Qualify** section on page 3. (For more information see **Item #3D** in the *Special Insert: Guide for Completing the Online Examination* at the end of this document.)

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 Online Education and Experience Test. You have until midnight Eastern time on the last day of the Application Period (April 25, 2017) 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 (April 25, 2017). 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 education and experience online.

You will not receive credit for experience which you obtain after the end of the Application Period.

Experience must be obtained by the last day of the Application Period (April 25, 2017).

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 Special Experience: If you have one year of satisfactory full-time experience **in a school setting** in computer maintenance, repair, operations, or software/technical 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. If you wish to apply for this Selective Certification, click on the Selective Certification option and follow the instructions by checking the appropriate selection to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

The above Selective Certification requirement 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 **"STS"** 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
Education Level
Education (College Credits)
Education (Subject Area)
Employment/Work Experience
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 Education and Experience Requirements listed in the **How To Qualify** section on page 2 of this Notice of Examination (NOE). All candidates must meet the following:

Education and Experience: You **must** 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, which includes payment of the application fee, 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 education and experience.

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 EDUCATION (COLLEGE OR UNIVERSITY CREDITS) section:** If you wish to claim college or university credits you earned or will earn by June 30, 2017 to be substituted for experience, enter the number of credits you completed or will complete by June 30, 2017 for each college or university that you attended.

If any of the college credits claimed were gained in a foreign country, see "3A (II)" above.

- C. Completing the EDUCATION (SUBJECT AREA) section:** If you wish to claim college or university credits in the specified subject areas as described in paragraph 2 of the *Education and Experience Requirements* section, enter the total number of credits in the subject areas that you have earned or will earn by June 30, 2017 for each college or university you attended.

- D. Completing the EMPLOYMENT/WORK EXPERIENCE section:** For each job you list you **must** fill out in detail all of the information requested. A maximum of one year of full-time experience will be credited for each 12-month period. Part-time experience will be pro-rated according to the following ranges:

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

For each job, you must select the tasks you performed from the tasks listed in the drop-down menu.

In order to receive credit for your experience, you must select at least **six (6)** tasks from the tasks listed under Task Category #0100.0000. For example, if you only select five (5) or fewer tasks from Task Category #0100.0000, the job will not receive credit.

- E. Completing the SELECTIVE CERTIFICATION Section:** This section is optional and will not affect your score.

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 DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 13613; Computer Technical Support Group.

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