



BILL DE BLASIO
Mayor

LISETTE CAMILO
Commissioner

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

NOTICE
OF
EXAMINATION

REQUIRED INFORMATION

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

PROMOTION TO COMPUTER ASSOCIATE (TECHNICAL SUPPORT)

Exam No. 7508

WHEN TO APPLY: From: September 7, 2016

APPLICATION FEE: \$68.00

To: September 27, 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

Candidates who applied for Promotion to Computer Associate (Technical Support), Exam No. 6518, 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. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to the higher assignment levels.

HOW TO APPLY: If you believe you are eligible to take this examination, 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

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."

ELIGIBILITY TO TAKE EXAMINATION: This examination is open to each employee of an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services who **on the last day of the application period:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Clerical Associate; **and**
- (2) meets the experience requirement listed below; **and**
- (3) is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent incumbents of the eligible title who have rehiring rights.)

This examination is also open to employees who were appointed to an eligible title pursuant to New York State Civil Service Law, section 55-a, and who meet all other eligibility requirements.

If you do not know if you are eligible, check with **your agency's personnel office**. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If you are marked "Not Eligible" your application fee will not be refunded and you will not receive a score.

EXPERIENCE REQUIREMENT: Two years of satisfactory full-time experience, in a City agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services, in mainframe computer environments, mid-range computer environments, LAN or WAN computer environments, and/or local desktop support.

The experience requirement must be met by the last day of the Application Period (September 27, 2016).

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 experience which you obtain after the end of the Application Period.

ELIGIBILITY TO BE PROMOTED: In order to be eligible for promotion, you must have completed your probationary period in the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of 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.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 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.
 - (B) 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 experience and eligibility 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:

You will receive:

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 note below):

You will receive:

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 note below):

You will receive:

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:

You will receive:

One (1) continuing education course	1 point
Two (2) continuing education courses	3 points
Three (3) continuing education courses	5 points

Note: **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.**

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. **Experience used to meet the minimum requirements cannot be used to gain additional credit.**

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).

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 and are marked eligible, 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 promotion 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 promotion, 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 promotion to positions requiring a certification and/or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification and/or experience. **Your certification(s) and/or experience will be checked by your agency at the time of promotion.**

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 tuning 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.**
- 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 manuals, 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 tools/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 Radar 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 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 Goverlan's WMI features including PowerShell or VB WMI scripts, generating WQL queries and to leverage WMI 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 Technician, CWNA; CWNP; CCNA; CCNP; CCIE; 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 "LSS" in Section D of the Education and Experience Test.**
32. **Microsoft Certified IT Professional (MCITP) Certification:** A valid Microsoft Certified IT Professional (MCITP) certification from Microsoft or Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified IT Professional (MCITP) 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.**
36. **Microsoft Certified Solutions Associate: Windows 10 (MCSA: Windows 10) Certification:** A valid Microsoft Certified Solutions Associate: Windows 10 (MCSA: Windows 10) certification from Microsoft or a Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified Solutions Associate, enter "45D" in Section D of the Education and Experience Test.**
37. **Microsoft Certified Solutions Associate: Windows 8 (MCSA: Windows 8) Certification:** A valid Microsoft Certified Solutions Associate: Windows 8 (MCSA: Windows 8) certification from Microsoft or a Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified Solutions Associate: Windows 8 (MCSA: Windows 8) Certification, enter "45F" in Section D of the Education and Experience Test.**
38. **Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008) Certification:** A valid Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008) certification from Microsoft or a Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified Solutions Associate: Windows Server 2008 (MCSA: Windows Server 2008) Certification, enter "45G" in Section D of the Education and Experience Test.**
39. **Microsoft Certified Solutions Associate: Windows Server 2012 (MCSA: Windows Server 2012) Certification:** A valid Microsoft Certified Solutions Associate: Windows Server 2012 (MCSA: Windows Server 2012) certification from Microsoft or a Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified Solutions Associate, enter "45H" in Section D of the Education and Experience Test.**
40. **Microsoft Certified Solutions Associate: Windows Server 2016 (MCSA: Windows Server 2016) Certification:** A valid Microsoft Certified Solutions Associate: Windows 2016 (MCSA: Windows Server 2016) certification from Microsoft or a Microsoft-certified training partner. **To add Selective Certification for Microsoft Certified Solutions Associate, enter "45E" 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 "45I" 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 Zenwork Configuration tools. **To add Selective Certification for Novell Network Operations, enter "NOL" in Section D of the Education and Experience Test.**
46. **Oracle DBA:** 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 DBA, enter "580" in Section D of the Education and Experience Test.**
47. **PMI PfMP Certification:** A valid Portfolio Management Professional (PfMP) 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 PfMP 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 supporting technical project managers engaged in the design and implementation of a mid to large sized IT project. Examples of experience include: monitoring the scope, budget and/or schedule of smaller related sub-projects; and experience with one or more of the following software programs: Microsoft Office; Microsoft Project; Microsoft SharePoint; Clarity; Basecamp; JIRA; Primavera. **To add Selective Certification for Project Management, enter "PME" 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 "PPM" 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 RACF Security Administration, enter "RAC" 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 "CSD" 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 "TEM" 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, 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.

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

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 www.nyc.gov/dcas and at the computer-based Testing & Applications Centers.

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