

Education and Experience Requirements:

1. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** four years of satisfactory, full-time experience in computer maintenance and repair, one year of which must have been in the supervision of staff performing computer maintenance and repair; or
2. Education and/or experience equivalent to "1" above. Graduation from a certified technical training program in computer maintenance and repair may be substituted for one year of the general experience. Experience of the type described in "1" above may be substituted for high school on the basis of one year of experience for each year of high school. However, all candidates must have the one year of supervisory experience as described in "1" above.

The education requirement must be met by June 30, 2013. The experience requirement must be met by the last day of the Application Period.

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 Paper and submit it by the end of the filing period. You will not receive credit for education which you obtain after June 30, 2013 or experience which you obtain after the end of the filing period, nor will you be permitted to submit new or additional information about your education and experience once the filing period has ended.

Residency Requirement Advisory: Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required.

English Requirement: You must be able to understand and be understood in English.

Proof of Identity: Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with the City of New York.

REQUIRED FORMS:

1. **Application for Examination:** **If you are applying online**, follow the online instructions. **If you are applying by mail**, make sure that you follow all instructions included with your application, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Fill out **Sections A.1 (if applicable), A.2, A.3 (if applicable), and B**. This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records. **If you are applying online**, follow the online instructions. **If you are applying by mail**, write your social security number and the examination title and number on the cover page and on each of the remaining pages of this form.
3. **Foreign Education Evaluation Guide (Required only if you need credit for your foreign education to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide included with your application packet. When you contact the evaluation service, ask for a "**document-by-document**" (**general**) evaluation of your foreign education. You must have one of these services submit its evaluation of your foreign education directly to the Department of Citywide Administrative Services no later than eight weeks from the last date for applying for this examination.

THE TEST: The multiple-choice test may be given at a computer terminal or in a paper and pencil format. You will be informed of the format on your Admission Notice. A score of at least 70% is required to pass this test. The multiple-choice test may include questions on computer hardware and how to repair, maintain, install, and troubleshoot various types of equipment; computer software and operating systems and how to install, maintain, and troubleshoot a wide range of applications and software packages; networking and how to install, maintain, and troubleshoot LAN and WAN; and other related areas.

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

Analytical Thinking - Analyzing information and using logic to address specific work-related issues and problems; involves the identification of problems, not implementation of solutions.

Judgment and Decision-Making - Reviewing information to develop and evaluate the relative costs and benefits of potential solutions to problems and choosing the most appropriate one; implementing a course of action determined by thinking analytically.

Time Management - Managing one's own time and the time of others in order to promote effective use of work hours.

Stress Tolerance - Accepting criticism and dealing calmly and effectively with high stress situations.

Written Expression - Appropriately communicating information and ideas in written words and sentences so intended audience will understand.

Concern for Others - Acting in a manner sensitive to others' needs and feelings while being understanding and helpful on the job; showing consideration.

Teamwork - Developing mutual trust and cooperation while working together toward the accomplishment of a common goal or outcome.

Integrity - Acting in an honest and ethical manner (e.g., standards of proper employee ethical conduct).

Attention to Detail - Being careful about detail and thorough in completing work tasks.

Self Control - Maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behavior, even in very difficult situations.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice exam.

Note: You are not permitted to enter the test site with cellular phones, beepers, pagers, cameras, portable media players, or other electronic devices. Calculators are not permitted. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you are found to be in possession of any of these devices, you may not receive your test results, your test score may be nullified, and your application fee will not be refunded.

You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified and your application fee will not be refunded.

ADMISSION NOTICE: You should receive an Admission Notice in the mail about 10 days before the date of the test. If you do not receive an Admission Notice at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th Floor, Manhattan, to obtain a duplicate notice.

THE TEST RESULTS: If you meet the education and experience requirements and pass the multiple-choice test, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for appointment when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Driver License: If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for appointment to positions requiring this license through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this license. Follow the instructions given to you on the day of the multiple-choice test to indicate your interest in such Selective Certification. Your Driver License will be checked by the appointing agency at the time of appointment. This requirement may be met at any time during the duration of the list. If you meet the Selective Certification requirement at some future date, please submit documentation by mail to: DCAS Bureau of Examinations - GEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence. **If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

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.

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 Computerized Testing Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 13616; Computer Service Occupational Group.

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