



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATIONS CENTER
18 WASHINGTON STREET
NEW YORK, NY 10004

REQUIRED FORMS

APPLICATION FORM
EDUCATION AND EXPERIENCE
TEST PAPER
FOREIGN EDUCATION
FACT SHEET
(IF APPLICABLE)

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

**NOTICE
OF
EXAMINATION**

COMPUTER ASSOCIATE (TECHNICAL SUPPORT)

Exam. No. 3048

WHEN TO APPLY: From: April 7, 2004
To: April 27, 2004

APPLICATION FEE: \$40.00
Payable only by money order to D.C.A.S. (EXAMS)

WHAT THE JOB INVOLVES: Computer Associates (Technical Support) work under general supervision to direct technical support activities for legacy and current Information Technology environments in the areas of data entry, production control and tape library, or are responsible for and perform difficult and complex technical support activities. All personnel 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 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 \$36,746 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will be made to Assignment Level 1. 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, refer to the "Required Forms" section below for the form(s) that you must fill out. Return all completed form(s) and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007 **by mail only**. Applications will not be accepted in person.

HOW TO QUALIFY:

Education and Experience Requirements: By the last day of the Application Period you must have:

- (1) A baccalaureate degree from an accredited college and two years of satisfactory full-time experience, acquired since April 7, 1997, in mainframe computer, mid-range computer and/or LAN/WAN computer environments in the areas of data entry, production control or tape library; or
- (2) An associate degree from an accredited college, or completion of 60 semester credits from an accredited college, 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) A satisfactory combination of education and/or experience that is the equivalent to "1", "2", or "3" above. Undergraduate college credit can be substituted for experience on the basis that 30 semester credits from an accredited college is equivalent to 6 months of experience. However, all candidates must have a four-year high school diploma or its educational equivalent **and at**

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least two years of satisfactory full-time mainframe computer, mid-range computer, and/or LAN/WAN computer experience, acquired since April 7, 1997, in the areas of data entry, production control or tape library.

Residency Requirement: You must be a City resident within ninety days of the date you are appointed to this position if the appointing agency requires City residency and:

- (1) You begin City service as a result of this examination; or
- (2) You are currently a City employee and you began City service on or after September 1, 1986.

Since some agencies do not require City residency, consult the **appointing agency's personnel office** at the time of the appointment interview to find out if City residency is required. If you are required to be a City resident, you must maintain City residency as a condition of employment.

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 FORM(S):

1. **Application for Examination:** Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.
2. **Education and Experience Test Paper:** Write your social security number, the examination title and number in the box at the top right side of the cover page. Fill out Sections A, A.1, A.2, A.4, B and D (if applicable). 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.
3. **Foreign Education Fact Sheet (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 Fact Sheet 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: 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 credit up to a maximum of 100 points on the following basis:

Additional Credit:

For full-time experience **between April 7, 1997 and April 27, 2004** in mainframe computer, mid-range computer and/or LAN/WAN computer environments in the areas of data entry, production control or tape library, you will receive an additional:

- (a) 10 points for at least one year but less than two years of experience; or
- (b) 20 points for at least two years but less than three years of experience; or
- (c) 30 points for at least three years of experience; and

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.

Education and experience must be obtained by **the last day** of the application period.

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

ADDITIONAL INFORMATION:

Selective Certification for Special Experience in the areas of (A) Tape Library and (B) Production Control:

If at the time of appointment you have (A) two years of satisfactory full-time computer experience in performing **Production Control Work** in mainframe computer, mid-range computer and/or LAN/WAN computer environments; or, if you have (B) two years of satisfactory full-time computer experience in **Tape Library Work** in mainframe computer, mid-range computer and/or LAN/WAN computer environments, you may be given preferred consideration for positions requiring these types of experience through a process called Selective Certification. Follow the instructions in Section D on page 4 of the Education and Experience Test Paper to indicate your interest in such Selective Certification.

The Selective Certification requirements may be met at any time during the duration of the list. If you meet the Selective Certification requirements **now**, simply fill out Section D on page 4 of the Education and Experience Test Paper as a part of your application. If you will meet the Selective Certification requirements **at some future date**, submit documentation by mail at that time to: DCAS Bureau of Examinations - GEEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your Social Security Number on your correspondence.

Application Receipt: You will be mailed a receipt within three months of the last date of the application period. If you do not receive this item, write to this agency, Attention: Examining Service Section, 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.

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 in the Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

The City of New York is an Equal Opportunity Employer.
Title Code No. 13611; Computer Technical Support Occupational Group.

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