



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

MICHAEL R. BLOOMBERG
 Mayor

MARTHA K. HIRST
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO COMPUTER ASSOCIATE (TECHNICAL SUPPORT)

Exam. No. 3534

WHEN TO APPLY: From: April 7, 2004 **APPLICATION FEE: \$40.00**
 To: April 27, 2004 *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 \$39,376 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Promotions will be made to Assignment Level 1. After promotion, employees may be assigned to the higher assignment levels at the discretion of the agency.

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

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) is permanently (not provisionally) employed in or appears on a Preferred List (see Note, below) for the title of Clerical Associate **and** has two years of satisfactory full-time experience, in a City agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services, 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; and
- (2) 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.)

If you do not know your permanent title or whether you are on a Preferred List, check with **your agency's personnel office**. 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 are marked "not eligible," your application fee will not be refunded and your test paper(s) will not be rated.

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 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. Time served prior

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

to a break in service of more than one year will not be credited toward meeting these requirements.

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, and 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.

THE TEST: Your score will be determined by an experience test. You will receive a score of 70 points for meeting the eligibility 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 paid 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. Experience used to meet the eligibility requirement cannot be used to gain additional credit.

Experience must be obtained by **the last day of the Application Period.**

THE TEST RESULTS: If you pass the 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.

ADDITIONAL INFORMATION:

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

If at the time of promotion 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.

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