



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

REQUIRED FORMS

APPLICATION FORM

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

NOTICE
OF
EXAMINATION

PROMOTION TO SUPERVISING COMPUTER SERVICE TECHNICIAN

Exam. No. 8538

WHEN TO APPLY: From: January 7, 2009
To: January 27, 2009

APPLICATION FEE: \$50.00
Payable only by money order to DCAS (EXAMS)
or payable online by credit card, bank card, or
debit card.

THE TEST DATE: The multiple-choice test is expected to be held on Saturday, April 25, 2009.

WHAT THE JOB INVOLVES: Supervising Computer Service Technicians under general supervision, with very considerable latitude for independent initiative and judgment, supervise a computer repair center staffed with Computer Service Technicians and other support staff containing equipment, materials, technical data, etc., necessary to maintain, troubleshoot, repair and replace computer and peripheral components and associated software in field locations and in the computer repair center and/or serves as technical resource person in the diagnosis and correction of computer and peripheral hardware and associated software problems in order to maintain efficient function of minicomputer and microcomputer operations and to minimize downtime in the case of system failure. May drive a motor vehicle in the normal course of daily assignments. All Supervising Computer Service Technicians perform related work.

Special Working Conditions: Supervising Computer Service Technicians may be required to work shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Supervising Computer Service Technicians and environmental conditions experienced are: lifting equipment weighing up to 50 pounds; walking to and from work locations in the field; climbing and descending ladders and/or stairs to get to areas where equipment is located; working in cramped and confined spaces; bending, stretching, crawling, and stooping while connecting and disconnecting equipment; climbing over and around various objects; working in areas that may be dusty, dirty, smelly, hot, and/or cold.

(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 \$47,920 per annum. This rate is subject to change.

HOW TO APPLY: If you believe you are eligible to take this examination, there are two ways to apply for this examination:

1. Online at the DCAS Website: If you wish to apply online, go to the DCAS Online Application System (OASys) at www.nyc.gov/examsforjobs and follow the onscreen application instructions for electronically submitting your application and payment, and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
2. By mail: 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.

DCAS will not accept applications in person from candidates.

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 date of the multiple-choice test:**

- (1) holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Computer Service Technician; 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 if you are eligible, check with **your agency's personnel office**. You may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting the application. If you are marked "Not Eligible," your

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application fee will not be refunded and you will not receive a score.

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.

REQUIRED FORM:

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.

THE TEST: You will be given a multiple-choice test. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test may include questions on computer and peripheral hardware and associated software maintenance, troubleshooting, repair; supervision including training, evaluating, assigning, and scheduling employees; job related mathematics; written expression including report writing and record keeping; and administrative functions including maintaining computer service and maintenance records, inventory control, and ordering supplies and equipment; and standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card 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 card.

THE TEST RESULTS: If you pass the multiple-choice 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 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 test to indicate your interest in such Selective Certification. If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.

The Selective Certification requirement may be met at any time for the duration of the list. If you will 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.

Application Receipt: If you applied online, 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. If you applied by mail, 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.

SPECIAL ARRANGEMENTS:

Late Filing: Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

- (1) You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
- (2) You become eligible after the above application period but on or before the date of the multiple-choice test.

Special Test Accommodations: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief, follow the instructions included with the "Application for Examination."

Make-up Test: You may apply for a make-up test if you cannot take the test on the regular test date for any of the following reasons:

- (1) compulsory attendance before a public body;
- (2) on-the-job injury or illness caused by municipal employment;
- (3) absence for one week following the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner;
- (4) absence due to ordered military duty; or
- (5) a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible.

To request a make-up test, contact the Examining Service Section, 1 Centre Street, 14th floor, New York, NY 10007, in person or by certified mail as soon as possible and provide documentation of the special circumstances.

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 Unit of the Division of Citywide Personnel Services, One Centre Street, 14th Floor, New York, NY 10007.

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**