



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

REQUIRED FORMS
APPLICATION FORM

MICHAEL R. BLOOMBERG
 Mayor

EDNA WELLS HANDY
 Commissioner

NOTICE OF EXAMINATION

PROMOTION TO SUPERVISING COMPUTER SERVICE TECHNICIAN

Exam No. 3540

<p>WHEN TO APPLY: From: March 6, 2013</p> <p style="text-align: center;">To: March 26, 2013</p>	<p>APPLICATION FEE: \$68.00</p> <p>If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.</p>
<p>THE TEST DATE: The multiple-choice test is expected to be held on Saturday, June 29, 2013.</p>	

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 and which contains equipment, materials, technical data, etc., necessary to maintain, troubleshoot and repair computer and peripheral components and associated software in field locations and in the computer repair center and/or serves as a technical resource person in the diagnosis and correction of computer and peripheral hardware and associated software problems in order to maintain efficient function of operations and to minimize downtime in the case of system failure. 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; working in areas that may be dusty, dirty, 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 \$51,830 per annum. This rate is subject to change.

HOW TO APPLY: If you believe you are eligible to take this examination, you may 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 forms. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, prepaid debit card which you may purchase online or at various retail outlets, or money order payable to DCAS (Exams). If you pay online by credit card, bank card, or debit card, you will receive a \$5.00 discount. You may come to the DCAS Computerized Testing Centers to file for this examination online, submit a money order, or obtain a paper application for this examination.

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 included in the application package available at the DCAS Computerized Testing Centers and located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/exam_special_circumstances.pdf. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, 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."

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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.)

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 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 your application. If you are marked "Not Eligible," your 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.

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. 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 or labor 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 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 standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; 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.

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 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 promotion 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 promotion. 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 promoted through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

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.

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.

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 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