



Citywide Administrative Services

BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

COMPUTER OPERATIONS MANAGER (CUNY)

Exam No. 9047

(For The City University of New York Only)

WHEN TO APPLY: From: April 3, 2019

APPLICATION FEE: \$82.00

To: April 23, 2019

If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.49% of the payment amount. This fee is nonrefundable.

YOU ARE RESPONSIBLE FOR READING THIS ENTIRE NOTICE BEFORE YOU SUBMIT YOUR APPLICATION.

WHAT THE JOB INVOLVES:

Computer Operations Managers (CUNY) under various levels of managerial or executive direction, are responsible for managing and directing all aspects of the operation and maintenance of computer or telecommunications equipment within an Information System technology area or unit within a College or University; they plan, organize and control all aspects of the operation including supervision and scheduling of professional and technical staff, prioritizing and assigning of the work, and coordinating activities with other College or University units.

All Computer Operations Managers (CUNY) perform related work.

Special Working Conditions:

Computer Operations Managers (CUNY) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

(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:

Salaries will be commensurate with the level of responsibility of the managerial assignment and will be consistent with the Classified Managerial Pay Plan.

HOW TO QUALIFY:

You are responsible for determining whether or not you meet the education and experience requirements for this examination prior to submitting your application. If you are found "Not Qualified," your application fee will not be refunded and you may not receive a score.

You will **not** receive credit for education which you obtain after June 30, 2019 or experience which you obtain after the end of the Application Period (April 23, 2019).

EDUCATION AND EXPERIENCE REQUIREMENTS:

Six (6) years of progressively responsible full-time experience supervising or administering an information systems area involving hardware and/or telecommunications equipment operations, at least eighteen (18) months of which shall have been in a managerial capacity.

Education at an accredited College or University may be substituted for the general experience described above (but not for the 18 months of managerial experience) up to a maximum of four (4) years of college for two (2) years of experience. In addition a Master's degree in computer science or a closely related field from an accredited college may be substituted for an additional year of the general work experience. **However**, all candidates must possess the eighteen (18) months of managerial experience described above.

Experience in an **administrative capacity** must include, but is not limited to, responsibilities such as: monitoring an IT budget; reviewing and approving IT procurement and invoice payments; reviewing and approving contracts with vendors; monitoring and approving IT projects; setting standards and best practices; risk evaluation (e.g., security, reputational, operational); organizational development; chairing or participating in IT Governance and Advisory committees; and/or overseeing vendor relationship management.

Experience in a **managerial capacity** must include, but is not limited to, responsibilities such as: strategic planning for an office/division; creating and implementing policies; setting standards and best practices; defining and documenting project scope; root cause analysis with recommendations; collaborating with other managers and executives to define future state of an IT program; and/or forecasting.

The following types of experience are **not acceptable**: superficial use of preprogrammed software without complex programming, design, implementation or management of the product; use of a word processing package; use of a hand held calculator; data entry; operation of data processing hardware or consoles.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

The education requirement must be met by June 30, 2019. The experience requirement must be met by the last day of the Application Period (April 23, 2019).

The college or university must be accredited by regional, national, professional, or specialized agencies recognized as accrediting bodies by the U.S. Secretary of Education and by the Council for Higher Education Accreditation (CHEA).

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. For more information see the Foreign Education Evaluation Guide in the Required Information section.

You have until midnight Eastern time on the last day of the Application Period April 23, 2019 to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in the Online Application System (OASys). Once you submit your Education and Experience Test in OASys, you will not be permitted to submit new or additional information about your education and/or experience online.

You will not receive credit for education which you obtain after June 30, 2019 or experience which you obtain after the end of the Application Period April 23, 2019.

Residency: City residency is not required for this title.

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 University of New York.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, apply using 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 information. A unique and valid email address is required to apply online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instruction to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements visit the Fee Waiver FAQ on the Online Application System at:

<https://a856-exams.nyc.gov/OASysWeb/Home/FAQ>

You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online and submit a money order payable to DCAS (Exams) or to submit documentation for a fee waiver. 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	Queens 118-35 Queens Boulevard 5th Floor Forest Hills, NY 11375
Staten Island 135 Canal Street 3rd Floor Staten Island, NY 10304	Bronx 1932 Arthur Avenue 2nd Floor Bronx, NY 10457	

Special Circumstances Guide: This guide is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/pdf_c_special_circumstances_guide.pdf and available at the DCAS Computer-based Testing & Applications Centers. This guide gives important information about 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."

REQUIRED INFORMATION:

- Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- Education and Experience Test:** Fill out all the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (April 23, 2019) to clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it in the Online Application System (OASys).
- Foreign Education Evaluation Guide (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 Evaluation Guide which is located on the DCAS website at www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf. When you contact the evaluation service, ask for a "document-by-document" 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 June 30, 2019.

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 additional credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience supervising or administering operations of computer hardware and/or telecommunications equipment in an Information Systems area for:

You will receive:

At least 1 year but less than 2 years	6 points
At least 2 years but less than 3 years	12 points
At least 3 years but less than 4 years	18 points
At least 4 years but less than 5 years	24 points
5 or more years	30 points

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 minimum requirements cannot be used to gain additional credit.**

You must clearly specify in detail all of your relevant education and experience on your Education and Experience Test and submit it by the end of the Application Period. You will not receive credit for education which you obtain after June 30, 2019 or experience which you obtain after the end of the Application Period.

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request in-person or by mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007 or brought in person to the same address Monday through Friday from 9AM to 5PM. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER::

Use the Data Correction Form and follow all instructions for changing your name and/or social security number with DCAS. The following link will provide you with the DCAS Data Correction Form: <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/dp148a.pdf>.

THE TEST RESULTS:

If you pass the education and experience test, your name will be placed in final score order on a CUNY eligible list, you will be given a list number and you will be notified by mail of your test results. The eligible list determines the order by which candidates will be considered for appointment. If you meet all requirements and conditions, you will be considered for appointment if your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Appointment of New York City Civil Service Employees: Please note that CUNY is a separate municipal employer; therefore, employees of New York City agencies cannot transfer to CUNY. If an employee of a New York City agency accepts a position with CUNY, the employee's date of appointment for the purposes of salary, seniority, and time and leave accruals is his/her date of appointment to CUNY.

Selective Certification For Special Experience:

If you have experience listed in one of more of the areas listed below, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this experience. If you wish to apply for this Selective Certification, state 3 digit Selective Certification code ("**3 digit SC code**") in Section D of the Education and Experience Test. Your experience will be checked by CUNY at the time of appointment.

Note: In **Section D** of the Education and Experience Test, please enter the 3-digit SC code which corresponds to the Selective Certification(s) you wish to be considered for, and separate each with a comma and no space. There should be no more than ten (10) Selective Certification entries per line. For example, if you wish to select Selective Certifications #1, #2, #3 and #4, enter the following in Section D of the Education and Experience Test: VMZ, ZOS, OS3, OSZ.

1. **VM/ESA or z/VM:** At least two (2) years of satisfactory, full-time experience in job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in a VM/ESA or z/VM operating system environment. **To add Selective Certification for VM/ESA or z/VM, enter "VMZ" in Section D of the Education and Experience Test.**
2. **z/OS:** At least two (2) years of satisfactory, full-time experience in job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in a z/OS operating system environment. **To add Selective Certification for z/OS, enter "ZOS" in Section D of the Education and Experience Test.**
3. **OS/390:** At least two (2) years of satisfactory, full-time experience in job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an OS/390

- operating system environment. **To add Selective Certification for OS/390, enter "OS3" in Section D of the Education and Experience Test.**
4. **MVS:** At least two (2) years of satisfactory, full-time experience in job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an MVS operating system environment. **To add Selective Certification for MVS, enter "OSZ" in Section D of the Education and Experience Test.**
 5. **AS/400:** At least two (2) years of full-time experience in job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an AS/400 operating system environment. **To add Selective Certification for AS/400, enter "AS4" in Section D of the Education and Experience Test.**
 6. **VAX/VMS:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of a VAX/VMS operating system. **To add Selective Certification for VAX/VMS, enter "VAX" in Section D of the Education and Experience Test.**
 7. **VTAM:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of operational issues in VTAM operating systems and in VTAM Tables operating in an MVS, OS/390, or z/OS operating system environment. **To add Selective Certification for VTAM, enter "VTA" in Section D of the Education and Experience Test.**
 8. **HP 9000 UNIX:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of an HP 9000 UNIX operating system. **To add Selective Certification for HP 9000 UNIX, enter "UH9" in Section D of the Education and Experience Test.**
 9. **IBM RS/6000 UNIX:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of an RS/6000 UNIX operating system. **To add Selective Certification for IBM RS/6000 UNIX, enter "UIR" in Section D of the Education and Experience Test.**
 10. **Sun Solaris UNIX:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of a Sun Solaris UNIX operating system. **To add Selective Certification for Sun Solaris UNIX, enter "SSX" in Section D of the Education and Experience Test.**
 11. **Linux:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of a Linux operating system. **To add Selective Certification for Linux, enter "LNX" in Section D of the Education and Experience Test.**
 12. **Microsoft Windows Server:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of a Microsoft Windows Server operating system. **To add Selective Certification for Microsoft Windows Server, enter "WSE" in Section D of the Education and Experience Test.**
 13. **Data Center/Network Operations Center (NOC) Manager:** At least two (2) years of satisfactory, full-time experience managing an organization's computing resources and/or supporting an organization's network and telecom infrastructure including monitoring, troubleshooting, diagnosis and problem resolution of various types of computer hardware, telecommunications equipment, as well as environmental facilities. Must have experience in supervising, scheduling, and evaluating staff and working knowledge of VM, MVS, JES3, JES2, VTAM, NETMASTER, Solaris and related procedures. **To add Selective Certification for Data Center/ Network Operations Center (NOC) Manager, enter "849" in Section D of the Education and Experience Test.**
 14. **Data Center Tape Librarian/Computer Operations:** At least two (2) years of satisfactory, full-time experience in care, maintenance and full knowledge of various forms of tape media and equipment. Must have working knowledge of VM, MVS, JES3, JES2, VTAM, NETMASTER, Solaris and related procedures. **To add Selective Certification for Data Center Tape Librarian/Computer Operations, enter "COL" in Section D of the Education and Experience Test.**
 15. **Apple macOS:** At least two (2) years of satisfactory, full-time experience in performance monitoring, troubleshooting, diagnosis, and problem resolution of an Apple macOS operating system. **To add Selective Certification for Apple macOS, enter "AMX" in Section D of the Education and Experience Test.**
 16. **ServiceNow Operations:** At least two (2) years of satisfactory, full-time experience in operations management of ServiceNow-based applications and environments (e.g. IT Service Management, IT Business Management and/or IT Operations Management). Must have experience in managing support for a ServiceNow environment as an Administrator or in a similar capacity. **To add Selective Certification for ServiceNow Operations, enter "640" in Section D of the Education and Experience Test.**

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet this requirement at some future date, please submit a request by mail to: DCAS Bureau of Examinations - Exam Development Group, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number, your social security number, and the Selective Certification you are requesting on your correspondence.

List Termination:

The eligible list resulting from this examination will be terminated one year from the date it is established, unless extended by CUNY.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check "Junk", "Trash", or "Spam" folder for the primary email linked to your Online Application System (OASys) account. If you are unable to locate the email, you can view a summary of the notification email to you on your OASys Dashboard, then Notifications. If you are still unable to find the email, please email DCAS via the Contact feature available in OASys with a description of the issue and include the Exam # and your Profile # located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

Concurrent Examination:

This examination is for positions with The City University of New York (CUNY) only. If you would like to apply for Computer Operations Manager in New York City agencies you **must** submit a separate application and fee for Exam. No. 9046 from April 3, 2019 through April 23, 2019.

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 (DCAS) apply to this examination and are part of this Notice of Examination. They are posted at nyc.gov/dcas and copies are available at the DCAS Computer-based Testing & Applications Centers.

The City University of New York is an Equal Opportunity /Affirmative Action/Immigration and Control Act/ Americans with Disabilities Act Employer
Title Code No. 04972; Classified Managerial Service.

**For information about other exams, call 212-669-1357.
Internet: nyc.gov/dcas ; for CUNY: cuny.edu**