NYC DCAS
Citywide Administrative Services

ERIC L. ADAMS
Mayor

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Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

SCHOOL COMPUTER TECHNOLOGY SPECIALIST (DOE)
Exam No. 3093

WHEN TO APPLY:	From: April 5, 2023	APPLICATION FEE: $61.00
	To: April 25, 2023	If you choose to pay the application fee with a credit/debit/gift card, you will be charged a service fee of 2.00% of the payment amount. This service fee is nonrefundable.

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

WHAT THE JOB INVOLVES:

School Computer Technology Specialists (DOE) perform work related to the instructional and administrative information systems located within a school in the areas of computer maintenance and repair, mainframe, server and/or mini computer operations, software and technical support, and training. School Computer Technology Specialists (DOE) may drive a motor vehicle. All School Computer Technology Specialists (DOE) perform related work.

Special Working Conditions: School Computer Technology Specialists (DOE) may be required to work shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by School Computer Technology Specialists (DOE) and environmental conditions experienced are: lifting moderately heavy items, climbing stairs, carrying moderately heavy items up stairs, standing or walking for long periods of time, crouching, kneeling, bending, stretching and pulling/pushing large equipment.

(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 $40,993 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Appointments will generally be made to Assignment Level I. After appointment, employees may be assigned to the higher assignment levels at the discretion of the agency.

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 will not receive a score.

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A four-year high school diploma or its educational equivalent and one year of satisfactory full-time experience in computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support; **or**

2. Education and/or experience equivalent to "1" above. However, all candidates must have a four-year high school diploma or its educational equivalent. Education above the high school level may be substituted for experience described in "1" above at a rate of 30 semester credits from an accredited college or university, including or supplemented by 6 semester credits in mainframe, server and/or mini computer operations or a computer-related field of study, for six months of experience. Graduation from an approved technical school with at least 450 hours in a specialization in mainframe, server or mini computer operations or a certified technical training program with at least 450 hours in computer maintenance and repair may be substituted for three months of the experience described in "1" above.

The education requirement must be met by June 30, 2023. The experience requirement must be met by the last day of the Application Period (April 25, 2023).

The high school diploma or its educational equivalent must be approved by a State's Department of Education or a recognized accrediting organization. The technical school must be approved by a State's Department of Education or a recognized accrediting organization. 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 <u>only</u> if you need credit for your foreign education in this examination. For more information see the Foreign Education Evaluation

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

Guide in the Required Information section.

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: 21/35 x 12 = 7.2 months.

You have until midnight Eastern time on the last day of the Application Period (April 25, 2023) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 25, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

You will not receive credit for education which you obtain after June 30, 2023 or experience which you obtain after the end of the Application Period (April 25, 2023).

Driver License Requirement: A motor vehicle Driver License valid in the State of New York is required for those positions requiring the operation of a motor vehicle in the normal course of daily assignments. This license must be maintained for the duration of employment.

Residency Requirement Advisory: Under New York City Administrative Code Section 12-120, you might need to be a resident of the City of New York within 90 days of the date you are appointed to this position. Since residency requirements vary by title, appointing agency and length of service, consult the appointing agency's personnel office at the time of the appointment interview to find out if City residency is required.

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 an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

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 instructions 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*. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites. The centers will be open Monday through Friday from 9:00 AM to 5:00 PM:

Manhattan	**Brooklyn**	**Queens**
2 Lafayette Street	210 Joralemon Street	118-35 Queens Boulevard
17th Floor	4th Floor	5th Floor
New York, NY 10007	Brooklyn, NY 11201	Forest Hills, NY 11375

Staten Island	**Bronx**
135 Canal Street	1932 Arthur Avenue
3rd Floor	2nd Floor
Staten Island, NY 10304	Bronx, NY 10457

To schedule a customer service appointment through OASys for an exam-related or eligible list-related inquiry, find **Exam #1889**, click **Apply**, and follow the instructions provided to reserve your appointment location, date, and time.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at *OASys@dcas.nyc.gov*.

Special Circumstances Guide: This guide is located on the DCAS website at *https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf* and available at the DCAS Computer-based Testing & Application 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:

1. **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.

2. **Education and Experience Exam:** 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 25, 2023) to clearly specify in detail all of your relevant education and experience on your Education and Experience Exam and submit it in the Online Application System (OASys).

   If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 25, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

3. **Foreign Education Evaluation Guide (Required <u>only</u> 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 *https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf.*

   When you contact the evaluation service, ask for an evaluation as follows:
   (A) If you wish to claim a high school diploma only and do not wish to claim any college or university semester credits in the subject area(s) described in paragraph 2 of the "Education and Experience Requirements" section on page 1 or the semester credits described in "The Test" section, then ask for a "**document-by-document**" **(general)** evaluation.

   (B) If you wish to claim semester credits in the subject area(s) stated in paragraph 2 of the "Education and Experience Requirements" section or stated in "The Test" section, then ask for a "**course-by-course**" evaluation (which includes a "document-by-document" evaluation) of your foreign education.

   (C) If you wish to claim graduation from a technical school with a specialization in mainframe, server or mini computer operations or a training program in computer maintenance and repair described in paragraph 2 of the "Education and Experience Requirements" section on page 1, then ask the Evaluation Service to recommend the appropriate type of evaluation and ensure that the evaluation states the number of hours completed.

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 day of the Application Period (April 25, 2023).

THE TEST:

Your score will be determined by an Education and Experience Exam. 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 performing computer maintenance or repair, mainframe, server and/or mini computer operations, or software or technical support work for:	You will receive up to:
At least 6 months but less than 12 months	2.5 points
At least 12 months but less than 18 months	5 points
At least 18 months but less than 24 months	7.5 points
At least 24 months but less than 30 months	10 points
At least 30 months but less than 36 months	12.5 points
At least 36 months but less than 42 months	15 points
At least 42 months but less than 48 months	17.5 points
At least 48 months but less than 54 months	20 points

At least 54 months but less than 60 months	22.5 points
At least 60 months but less than 66 months	25 points
At least 66 months but less than 72 months	27.5 points
72 months or more	30 points

If you completed computer credits at an accredited college or university for:	**You will receive:**
3 to 12 semester credits	1 point
13 to 24 semester credits	3 points
24 or more semester credits	5 points

If you have any of the following valid certifications:	**You will receive:**
Comp TIA A+ Certification	5 points
CompTIA Network+ Certification	5 points

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

(number of hours worked per week/35) x (number of months worked)

For example, if you worked at a job for 21 hours per week for 12 months, you would make the following calculation: 21/35 x 12 = 7.2 months.

Education and 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 Exam and submit it by the end of the Application Period. You will not receive credit for education which you obtain after June 30, 2023 or experience which you obtain after the end of the Application Period.

You have until midnight Eastern time on the last day of the Application Period (April 25, 2023) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (April 25, 2023), your examination will be considered incomplete, you will not receive a score, you will not be invited to subsequent portions of this examination (if applicable), and your application fee will not be refunded.

Education must be obtained by June 30, 2023 and experience must be obtained by the last day of the Application Period (April 25, 2023).

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 Self-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 by email at *OASys@dcas.nyc.gov*, by fax (646) 500-7190, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. 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, and/or new telephone number.

CHANGE OF NAME AND/OR SOCIAL SECURITY NUMBER:

Use the Data Correction Form and follow all the 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 Exam, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by email 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. Once a list has been established, it will typically remain active for four years. To learn more about the civil service system go to: *https://www1.nyc.gov/site/dcas/employment/civil-service-system.page*.

If you believe that your test part was rated incorrectly, you may submit an appeal of your score to DCAS, Committee on Manifest Errors, through the Online Application System (OASys). Your appeal must give specific reasons why your score should be higher. Your appeal may result in a higher or lower rating.

To access the appeal portal of OASys, please log into your OASys account at *www.nyc.gov/examsforjobs* and use the following steps:

1. Navigate to the Dashboard for the Appeals tab.
2. Click the NEW APPEAL button to create and submit your appeal.
3. Select the exam from the Exam drop-down list, and
4. Select the exam part from the Exam Part drop-down list.
5. Select the reason for your appeal from the Appeal Reason drop-down list (if applicable).
6. Enter the details of your appeal by providing specific reasons why your score should be higher.

ADDITIONAL INFORMATION:

Selective Certification for Experience in a School Setting in Computer Maintenance or Software/Technical Support (STS): If you have at least one year of satisfactory full-time experience in a school setting in computer maintenance, repair, operations, and/or software/technical support, 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, follow the onscreen instructions when completing your Education and Experience Exam to indicate your interest in such Selective Certification and Final Submit it in the Online Application System (OASys). **Your experience will be checked by the appointing agency at the time of appointment**.

The above Selective Certification requirement 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 email to: LMACustomerService@dcas.nyc.gov, or 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 full name, OASys Profile ID number, and the Selective Certification(s) you are requesting in your correspondence.

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" folders 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 number and your profile number located on your Profile page. While on your Profile page, check that the email addresses you provided are correct and/or updated.

PENALTY FOR MISREPRESENTATION:

Any intentional misrepresentation on the application or examination may result in disqualification, even after appointment, and may result in criminal prosecution.