



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LOUIS A. MOLINA
Commissioner

NOTICE OF EXAMINATION

COMPUTER ASSOCIATE (OPERATIONS)
Exam No. 6037

WHEN TO APPLY: From: November 5, 2025

To: November 25, 2025

APPLICATION FEE: \$68.00

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.

CANDIDATES WHO DEMONSTRATE THAT THEY ARE A VETERAN, UNEMPLOYED, RECEIVING PUBLIC ASSISTANCE, OR SUPPLEMENTARY SECURITY INCOME, ARE ENTITLED TO A WAIVER OF THE APPLICATION FEE.

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

WHAT THE JOB INVOLVES:

Computer Associates (Operations), under general supervision, with very considerable latitude for independent initiative and judgment: supervise the activities of subordinates in one or more computer operations units of considerable size; or serve as a technical resource person in the performance of networked, multi-tiered, or mainframe computer operations; or perform as a technical resource person in the diagnosis of and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations and to minimize downtime in the case of system failure. All Computer Associates (Operations) perform related work.

Special Working Conditions:

Computer Associates (Operations) 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:

The current minimum salary is \$59,537 per annum. This rate is subject to change.

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.

As per Section 54(2) of the Civil Service Law, the education requirement needed to qualify must be met by November 25, 2026. The experience requirement needed to qualify must be met by the last day of the Application Period (November 25, 2025).

EDUCATION AND EXPERIENCE REQUIREMENTS:

- 1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time computer operations experience, in a large-scale networked, multi-tiered, or mainframe computer environment, or two years of satisfactory data communications network experience working in a mainframe or multi-tiered computer environment; **or**
- 2. A baccalaureate degree from an accredited college or university and three years of satisfactory full-time experience as described in "1" above; **or**
- 3. A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience as described in "1" above; **or**
- 4. A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience as described in "1" above; **or**

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

- 5. Successful completion of one year of the Civil Service Pathways Fellowship program in IT or Data Analysis.

The trade school, technical school, vocational high school, high school diploma or its educational equivalent 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 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.

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.

$$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$$

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

You have until midnight Eastern time on the last day of the Application Period (November 25, 2025) 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 (November 25, 2025), 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.

Residency Requirement Advisory:

City Residency is not required for this position.

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:

Apply through the Online Application System (OASys) at www.nyc.gov/examsforjobs. Follow the onscreen instructions to submit your application and payment. A valid email address is required. Free email accounts are available from Google, Yahoo!, AOL, Outlook.com, or Mail.com.

New OASys accounts must be verified to confirm your email address is valid and that you have access to the email account. You will receive a confirmation email from OASys to confirm your account upon registering for your OASys account. If any issues arise, contact DCAS at nyc.gov/CivilServiceNowNYC and select the applicable subject. If you do not receive the confirmation email, check your spam or junk mail folder before contacting DCAS.

You can pay with major credit cards, bank cards, or prepaid debit cards with a credit card logo. Veterans and individuals receiving certain public assistance may qualify for a fee waiver. For more information on eligibility and required documentation, visit the Fee Waiver FAQs on OASys at www.nyc.gov/examsforjobs.

You may come to the DCAS Computer-based Testing & Application Centers to apply for this examination online.

The centers will be open Monday through Friday 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

The DCAS Computer-based Testing & Application Centers will be closed on Tuesday, November 11, 2025.

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 via nyc.gov/CivilServiceNowNYC and select the applicable subject.

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 in 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 (November 25, 2025) 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 (November 25, 2025), 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 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 <https://www.nyc.gov/assets/dcas/downloads/pdf/employment/nyc-dcas-foreign-education-evaluation-guide.pdf>. When you contact the evaluation service, ask for a **"document-by-document" (general)** 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 the last day of the Application Period (November 25, 2025).

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:

Certificates, education, and experience used to gain additional credit must be obtained by the last day of the Application Period (November 25, 2025).

If you have satisfactory full-time experience troubleshooting, triaging, and resolving computer system issues in an enterprise environment for: **You will receive up to:**

This may include but is not limited to: supporting and troubleshooting end-user desktop hardware and software issues (e.g., printer malfunction, corrupted operating system, desktop repair), computer networking, and multimedia support.

At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	5 points
At least 3 years but less than 4 years	8 points
At least 4 years but less than 5 years	11 points
At least 5 years but less than 6 years	14 points
At least 6 years but less than 7 years	17 points
7 or more years	20 points

If you have satisfactory full-time experience providing technical assistance and support related to computer systems, answering end-user questions, escalating high-level issues, and resolving issues in a timely manner to customer satisfaction for: **You will receive up to:**

At least 1 year but less than 2 years	2 points
At least 2 years but less than 3 years	5 points
At least 3 years but less than 4 years	8 points
At least 4 years but less than 5 years	11 points
5 or more years	14 points

If you have satisfactory full-time experience utilizing IT ticketing software across the ticket lifecycle, including but not limited to checking for new tickets, managing queues, processing ticket requests, escalating high-level tickets, and modifying tickets in the system for a minimum of 4 weeks. **You will receive:**

Examples of IT ticketing software include but are not limited to: ServiceNow.

2 points

If you possess one or more of the following certifications:	You will receive:
CompTIA A+	1 point
CompTIA Network+	
ITIL Foundation	

If you possess the following certification:	You will receive:
CompTIA Security+	2 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.

$(\text{number of hours worked per week}/35) \times (\text{number of months worked})$

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

Experience used to meet the minimum requirements cannot be used to gain additional credit.

Each year of experience can be credited under only one category which will be the highest appropriate category. However, experience utilizing IT ticketing software for a minimum of 4 weeks that is obtained during the same year credited in another category can be claimed separately for additional credit.

You have until midnight Eastern time on the last day of the Application Period (November 25, 2025) 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 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 (November 25, 2025), 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.

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
- If you are unable to recall and/or no longer have access to the email address associated with your OASys account, please contact us via the following link: nyc.gov/CivilServiceNowNYC using the "Account Access, User ID, Password, or Registration Issue" subject or call (212) 669-1357 (Monday - Friday from 9 AM - 5 PM EST).

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 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://www.nyc.gov/site/dcas/employment/more-about-civil-service.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 Certification and/or Special Experience:**

If you have the certification and/or experience listed in one or more of the areas below, you may be considered for appointment to positions requiring a certification and/or experience through a process called Selective Certification. If you qualify for Selective Certification, you may be given preferred consideration for positions requiring this certification and/or 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 certification(s) and/or experience will be checked by the appointing agency at the time of appointment. Certification(s) must be maintained for the duration of your employment.

1. **AmeriCorps Experience (AMC):** Successful completion of at least ten (10) months of satisfactory, full-time experience as a NYC Service AmeriCorps member at a City agency or non-profit organization, which includes 100+ hours of workforce preparedness trainings.
2. **Apple Certified Professional (CSP):** Possession of an Apple Certified Support Professional and/or an Apple Certified IT Professional certification and 1 year of satisfactory, full-time experience supporting and troubleshooting macOS devices; or 1 year of satisfactory, full-time experience deploying, securing, and managing MAC devices in large scale organizations.
3. **Arista Technology (278):** Possession of a professional certification in Arista Technology Foundations such as Arista Certified Engineering (ACE) and Arista Certified Engineering Associate (ACE-A).
4. **Azure Administration Experience (42S):** At least two (2) years of satisfactory, full-time experience with practical knowledge in managing Azure resources, virtual machines, storage, networking, implementing security controls, monitoring performance, and automating tasks using Azure CLI or PowerShell.
5. **Backup Administration (119):** Possession of a valid certification as a Backup and Recovery Specialist or at least two (2) years of satisfactory, full-time experience as an administrator of a large-scale backup software product such as NetBackup, Commvault, Veeam, Cohesity, Rubrik, Data Protection Suite, Networker, TSM, Simpana, Data Protector or Avamar; or two (2) years of satisfactory, full-time backup administrator experience administering either SAN storage, a virtualization hypervisor platform, or both.
6. **Bodyworn Camera Support Experience (42N):** At least one (1) year of satisfactory, full-time experience in a large-scale environment, supporting Axon body camera devices, and troubleshooting evidence.com.
7. **Check Point Certified Engineer (146):** At least two (2) years of satisfactory, full-time experience managing, configuring and deploying Check Point gateways and security management server (SMS) or at least one (1) year of satisfactory, full time experience with checkpoint CCSA certification.
8. **Cisco Certified Field Technician (15T):** Possession of a valid Cisco Certified Field Technician (CCT) certification.
9. **Cisco Certified Network Associate (15C):** Possession of a valid Cisco Certified Network Associate (CCNA) certification.
10. **Cisco Certified Network Associate (CCNA) Experience (157):** At least two (2) years of satisfactory, full-time experience, with hands-on expertise, in configuring, managing, and troubleshooting routers, switches, Meraki (WiFi) and LAN/WAN environments, network security, VLANs, spanning-tree, routing protocols (EIGRP, OSPF, BGP), and network performance monitoring.
11. **Citrix Administration Experience (181):** At least two (2) years of satisfactory, full-time experience administering and supporting Citrix in a large-scale environment with Citrix Virtual Apps and Desktops, Citrix NetScaler, Citrix Provisioning Services.
12. **Civil Service Pathways Fellowship Experience (FEL):** Successful completion of at least one (1) year of the Civil Service Pathways Fellowship program.
13. **Cloud Certification (AWS/Azure/GCP) (189):** Possession of a valid foundational or higher certification from AWS, Azure, or GCP and two (2) years of satisfactory, full-time experience administering, managing and supporting cloud deployments.
14. **CompTIA A+ (A+C):** Possession of a valid CompTIA A+ Certification.
15. **Continuous Process Improvement Management/Information Technology Process Management Experience (216):** At least two (2) years of satisfactory, full-time experience developing and implementing enterprise-wide IT processes for a large public organization. Experience must include working with business owners and subject matter experts to define process controls, develop system requirements for integration, and identify the inputs and outputs of other processes. Must have experience in building a process from the ground up and/or developing best practice assessments for the implementation of a continual process improvement.
16. **Educational Environment Experience (EDU):** At least two (2) years of satisfactory, full-time experience working in an educational program(s) and/or institution(s).
17. **EMS Computer Aided Systems Dispatch Administration Experience (CTI):** At least one (1) year of satisfactory, full-time experience in EMS Computer Aided Systems Dispatch Administration, including managing, maintaining and supporting emergency communications systems such as CAD and radio systems.
18. **Federal Government Experience (FGE):** At least one (1) year of satisfactory, full-time experience working within the federal government of the United States in a similar position.
19. **Fire Computer Aided Dispatch Systems Administration Experience (CAD):** At least one (1) year of satisfactory, full-time experience in Fire Computer Aided Dispatch Systems Administration, including managing, maintaining and supporting emergency communications systems such as CAD and radio systems.
20. **Google IT Support Professional Certification (32L):** Possession of a Google IT Support Professional Certification.
21. **IBM Mainframe Certification (IBM):** Possession of an IBM z/OS Mainframe Practitioner Professional or IBM Mainframe Application Programmer Level I or IBM Mainframe Systems Operator Level I Certification.
22. **Incident Management (42R):** At least two (2) years of satisfactory, full-time experience in a large-scale IT enterprise, coordinating infrastructure and application support teams to restore normal service operation as quickly as possible, managing entire incident lifecycle and processes in order to stabilize IT service delivery, driving incident management process, including root cause identification, outage and incident solution, change recommendation and coordination, risk determination, and ongoing communications. Must

be able to facilitate calls and ask technical questions to clearly understand issues and articulate possible solutions. Must have a high-level technical background in LAN/WAN concepts, Virtual Machines, Oracle databases, Active Directory, LDAP directories, Windows/Unix Operating systems, Office 365 messaging systems, and procedures for service delivery in ITSM and ITIL.

23. Information Technology Experience and/or Related Areas (IXT): At least two (2) years of satisfactory, full-time hands-on experience working in developing content for support teams and the clients they support, and/or maintaining knowledge articles in an ITSM tool for relevance and usability, in addition to at least (2) years satisfactory, full-time experience training a team in knowledge management and/or working hands on in an ITIL framework environment, alongside teams creating content for project releases as they relate to end users and support teams.

24. Information Technology Infrastructure Library (ITIL) Foundation (39E): Possession of a valid Information Technology Infrastructure Library (ITIL) Foundation certification from Axelos.

25. Microsoft Azure Fundamentals (ACM): Possession of a valid certification in Microsoft Azure Fundamentals (AZ-900) or in Microsoft Azure AI Fundamentals (AI-900).

26. Microsoft 365 Certified: Endpoint Administrator Associate (EAA): Possession of a valid Microsoft 365 Certified: Endpoint Administrator Associate certification.

27. Microsoft 365 Fundamentals Certification/Credential(s) (MFC): Possession of a valid certification based on role of position and specific skill base, showcasing proficiency in Microsoft 365.

28. Microsoft Certified Power Platform certification (43V): Possession of a valid Microsoft Certified: Power Platform Developer Associate or a Microsoft Certified: Power Platform Functional Consultant Associate or a Microsoft Certified: Power Platform Fundamentals or a Microsoft Certified: Power Platform Solution Architect Expert certification.

29. Microsoft Intune Management Experience (44C): At least two (2) years of satisfactory, full-time experience in a large-scale environment, as an Intune Administration center administrator specializing in supporting, configuration and enforcement of security policies, software and application patching for desktop, laptops, and tablets.

30. Microsoft Security, Compliance, and Identity Fundamentals (SC-900) (221): Possession of a valid certification in (ISC)² Certified in Cybersecurity.

31. Mobile Device Management (MDM) - Combined Professional Experience and Certification (464): Possession of a valid professional mobile device management certification and at least one (1) year of satisfactory, full-time experience performing mobile device management duties in an enterprise environment, including deployment, configuration, and administration of MDM/UEM solutions, creation and enforcement of device security and compliance policies, mobile application deployment and lifecycle management, end-user technical support and troubleshooting for mobile devices, security incident response for mobile endpoints.

32. Mobile Device Management (MDM) - Microsoft Intune Specialist (454): Possession of a valid Microsoft Intune Specialist certification.

33. Mobile Device Management (MDM) - Omnisia Workspace One Specialist (663): Possession of a valid Omnisia Certified Administrator – Workspace ONE (OCA-W) certification.

34. Mobile Device Management Experience (MDM): At least two (2) years of satisfactory, full-time experience in a large-scale environment, supporting, configuring and enforcing security policies, deploying application, and tracking of mobile devices fleet in Workspace One's AirWatch platform (MDM).

35. Multi-Large-Scale System Support Management Experience (477): At least two (2) years of satisfactory, full-time experience in design, deployment, administration, and operations of Enterprise level SAN and NAS solutions. This experience must include all levels of the project lifecycle from architecting to deployment to day to day operations including troubleshooting Enterprise class data storage systems in multiple OS environments.

36. Municipal Call Center Experience (MCC): At least one (1) year of satisfactory, full-time Call Center experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

37. Municipal Government Experience (MGE): At least one (1) year of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population or at least two (2) years of satisfactory, full-time experience working within a municipal government in a similar position, which provides services for a city with over 1 million in population.

38. Open VMS Systems Administration Experience (VAX): At least one (1) year of satisfactory, full-time experience as an Open VMS Systems Administrator, including but not limited to: system installation, configuration, maintenance, security, performance tuning and troubleshooting, and proficiency with tools such as SYSGEN and SYSMAN.

39. Project Coordinator Experience (870): At least one (1) year of satisfactory, full-time experience serving as a Project Coordinator, supporting technology, cybersecurity, or infrastructure initiatives.

40. Public Safety Technology Experience (SFC): At least two (2) years of satisfactory, full-time experience working with Public Safety technologies.

41. Red Hat (603): Possession of a valid certification in Red Hat Certified System Administrator (RHCSA) or Red Hat Certified Engineer (RHCE) and two (2) years of satisfactory, full-time experience administering Red Hat platform in an enterprise scale environment.

42. ScienceLogic Certification (SLC): Possession of a valid professional certification from ScienceLogic.

43. Service Desk Supervisory Support Experience (61E): At least two (2) years of satisfactory, full-time experience supervising staff in Help Desk technical support, in quality assurance review, and with Windows 10 Enterprise experience.

44. Service Desk Support Experience (CSD): At least two (2) years of satisfactory, full-time experience in customer service conducting technical or Helpdesk support.

45. Service Desk Technology Experience (SDS): At least (2) years of satisfactory, full-time experience working with Service Desk technologies.

46. Windows Desktop Support Engineering Experience (790): At least five (5) years of satisfactory, full-time experience in support, troubleshooting, maintenance and enhancement of hardware, applications, operating systems and computer policy/configurations in a Microsoft Windows environment.

47. Windows Endpoint Management Experience (WEM): At least five (5) years of satisfactory full-time experience in Windows Endpoint Management, including but not limited to managing Client Management systems (e.g., MECM/SCCM, Intune, Workspace One UEM), Windows Design Engineering, software

packaging/scripting, GPO/CSP configuration, L3 operational support, and vulnerability/patch management or at least two (2) years of satisfactory, full-time experience in Windows Endpoint Management including but not limited to managing Client Management systems (MECM/SCCM, Intune, Workspace One UEM, etc.), Windows Design Engineering, software packaging/scripting, GPO/CSP configuration), L3 operational support, and vulnerability/patch management.

48. Windows Systems Administration Experience (792): At least two (2) years of satisfactory, full-time experience administering Windows servers in a large-scale environment with Windows 2016/2019/2022 Enterprise Server Platform or more recent version, Active Directory, Microsoft Clustering, and/or Remote Installation Services.

49. Zero Trust Network Architecture (ZTNA) Experience (39S): At least (1) year of satisfactory, full-time experience in the design, implementation, or management of Zero Trust Network Architecture.

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 contacting DCAS via the following link: nyc.gov/CivilServiceNowNYC using the "Selective Certification" subject. Please include the examination title and number, your full name, OASys Profile ID number, and the selective certification(s) you are requesting in your submission.

Application Receipt:

You will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, check your "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, under 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.

Promotion Test: A promotion examination for this title is being held for eligible employees. The names appearing on the promotion list will be considered first in filling vacancies.

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/dcass and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.

Title Code No. 13621; Computer Operations Occupational Group.

For information about other exams, and your exam or list status, call 212-669-1357.
Internet: nyc.gov/dcass