



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATIONS CENTER
18 WASHINGTON STREET
NEW YORK, NY 10004

MICHAEL R. BLOOMBERG
Mayor

MARTHA K. HIRST
Commissioner

NOTICE OF EXAMINATION

REQUIRED FORMS
APPLICATION FORM
SPECIAL INSERT INCLUDED IN NOE

PROMOTION TO COMPUTER OPERATIONS MANAGER

Exam. No. 7536

WHEN TO APPLY: From: November 7, 2007 **APPLICATION FEE:** \$60.00
 To: November 27, 2007 Payable by mail by money order to DCAS
 (EXAMS) or payable online by credit card, bank
 card, or debit card.

THE TEST DATE: The multiple-choice test is expected to be held on **Saturday, February 23, 2008.**

WHAT THE JOB INVOLVES: Computer Operations Managers, under various levels of managerial or executive direction, with varying degrees of latitude for independent initiative, judgment and decision-making, perform complex and responsible managerial work in managing and directing all aspects of the operation and maintenance of computer or related data/telecommunications equipment in an IT (Information Technology) unit; plan, organize and control the operation of the unit; responsible for and supply technical support for all hardware as well as operations and systems software; oversee the maintenance, support and servicing of the equipment; insure that user requirements and needs are met; set standards and establish procedures for the unit; plan and establish security systems; design specifications and participate in negotiating contracts with suppliers and service contractors; identify and solve operational problems; plan and allocate resources for the unit; recommend, initiate and oversee preparation of specifications and procurement process for the acquisition of hardware/software; coordinate the installation and testing of hardware/software; design, maintain, review and modify controls and reporting systems concerning the operation of the unit, such as statistics on system availability, incidents and problems, job production and documentation of changes in the environment; manage unit staff, make work assignments, insure employee discipline, conduct training and evaluate performance of employees; direct staff in carrying out agency policies and procedures; consult with users regarding the operation of the unit and system problems; identify needs and plan budget for the unit; respond to inquiries and complaints; participate in the formulation of overall policies concerning IT and related data/telecommunications activities. All Computer Operations Managers perform related work and, in the temporary absence of the supervisor, may assume the duties of that position.

(This is a brief description of what you might do in this position and does not include all the duties of this position.)

Special Working Conditions: Computer Operations Managers promoted to this position will be required to work shifts including nights, Saturdays, Sundays, and holidays.

THE SALARY: Salaries will be consistent with the level of responsibility of the assignment. Salaries for promotions to managerial assignments will be consistent with the Managerial Pay Plan.

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

1. **Online at the DCAS Website:** If you wish to apply online, go to the DCAS Online Application System (OASys) at www.nyc.gov/examsforjobs and follow the onscreen application instructions for electronically submitting your application and payment, and completing any required forms. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or prepaid debit card which you may purchase online or at various retail outlets.
2. **By mail:** Refer to the "Required Forms" section below for the form(s) that you must fill out. Return all completed form(s) and the application fee to DCAS Applications Section, 1 Centre Street, 14th floor, New York, NY 10007.

DCAS will not accept applications in person from candidates.

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 Specialist (Operations), Computer Associate (Operations) or Computer Associate (Technical Support); 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 the 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 an eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in an eligible title or your name must appear on a Preferred List for an eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year, unless your probationary period in that eligible title has been waived pursuant to Rule 5.2.4 of the Personnel Rules and Regulations of the City of New York.

REQUIRED FORM(S):

Application for Examination: Make sure that you follow all instructions included with your application form, including payment of fee. Save a copy of the instructions for future reference.

Special Insert: The Special Insert, which is attached to the Notice of Examination, defines the Selective Certification areas.

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

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of a Computer Operations Manager and may include questions on decision making and problem solving; supervisory/management control; adherence to and interpretation of rules, regulations, legislation and guidelines; written expression; delegation; planning, organizing, prioritizing; developing, implementing, evaluating and modifying policies and procedures of an Information Technology operation; numerical analysis; standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended; and other related areas. Certain questions may be answered on the basis of documents or other information supplied to candidates on the date of the written test.

The test will assess managerial abilities. A passing score on the test will satisfy the requirement that the candidates pass a qualifying test for entry into the Managerial Service.

ADMISSION CARD: You should receive an Admission Card in the mail about 10 days before the date of the test. If you do not receive an Admission Card at least 4 days before the test date, you must go to the Examining Service Section, 1 Centre Street, 14th floor, Manhattan, to obtain a duplicate card.

THE TEST RESULTS: If you pass the multiple-choice test and are marked eligible, your name will be placed in final score order on an eligible list and you will be given a list number. You will be notified by mail of your test results. If you meet all requirements and conditions, you will be considered for promotion when your name is reached on the eligible list.

ADDITIONAL INFORMATION:

Selective Certification for Special Experience: If you have 24 months of satisfactory, full-time experience in VM/ESA or z/VM; z/OS; OS/390; MVS; AS/400; VAX/VMS; VTAM; HP 9000 UNIX; IBM RS/6000 UNIX; Sun Solaris UNIX; Linux; and Microsoft Windows Server, you may be considered for promotion 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. See the **Special Insert** for the definition of each of these Selective Certification areas. Follow the instructions given to you in the multiple-choice test booklet on the day of the test to indicate your interest in such Selective Certification.

This requirement may be met at any time during the duration of the list. If you meet this requirement at some future date, please submit documentation by mail to: DCAS Bureau of Examinations - GEEG, 1 Centre Street, 14th Floor, New York, NY 10007. Please include the examination title and number and your social security number on your correspondence.

SPECIAL ARRANGEMENTS:

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

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

Special Test Accommodations: If you plan to request special testing accommodations due to disability or an alternate test date due to your religious belief and you are applying

- (1) **online**, follow the onscreen instructions, or
- (2) **by mail**, follow the instructions included with the "Application for Examination."

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

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

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

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Applications Center of the Division of Citywide Personnel Services, 18 Washington Street, NY, NY.

The City of New York is an Equal Opportunity Employer.
Title Code No. 10074; The Managerial Service.

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

**PROMOTION TO COMPUTER OPERATIONS MANAGER
EXAMINATION No. 7536**

SPECIAL INSERT

1. **Selective Certification for VM/ESA or z/VM Experience:**
Definition of VM/ESA or z/VM experience: At least 24 months 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.**

2. **Selective Certification for z/OS Experience:**
Definition of z/OS experience: At least 24 months of satisfactory, full-time experience in **job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in a z/OS operating system environment.**

3. **Selective Certification for OS/390 Experience:**
Definition of OS/390 experience: At least 24 months of satisfactory, full-time experience in **job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an OS/390 operating system environment.**

4. **Selective Certification for MVS Experience:**
Definition of MVS experience: At least 24 months of satisfactory, full-time experience in **job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an MVS operating system environment.**

5. **Selective Certification for AS/400 Experience:**
Definition of AS/400 experience: At least 24 months of satisfactory, full-time experience in **job scheduling, performance monitoring, troubleshooting, problem determination/resolution of Operational Issues in an AS/400 operating system environment.**

6. **Selective Certification for VAX/VMS Experience:**
Definition of VAX/VMS experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of a VAX/VMS operating system.**

7. **Selective Certification for VTAM Experience:**
Definition of VTAM experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of a VTAM sub-system and Tables operating in an MVS, OS/390, or z/OS operating system environment.**

8. **Selective Certification for HP 9000 UNIX Experience:**
Definition of HP 9000 UNIX experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of an HP 9000 UNIX operating system.**

9. **Selective Certification for IBM RS/6000 UNIX Experience:**
Definition of IBM RS/6000 UNIX experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of an RS/6000 UNIX operating system.**

10. **Selective Certification for Sun Solaris UNIX Experience:**
Definition of Sun Solaris UNIX experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of a Sun Solaris UNIX operating system.**

11. **Selective Certification for Linux Experience:**
Definition of Linux experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of a Linux operating system.**

12. **Selective Certification for Microsoft Windows Server Experience:**
Definition of Microsoft Windows Server experience: At least 24 months of satisfactory, full-time experience in **performance monitoring, troubleshooting, diagnosis, and problem resolution of a Microsoft Windows Server operating system.**