



EXAMINATION NOTICE

The City University of New York Announces
An Open Competitive Civil Service Examination for

IT Support Assistant Exam # 2024

Salary Schedule

CURRENT CUNY Employees	New Hires
Upon entry: \$36,804	Upon entry: \$32,571
	After two (2) years of service: \$36,804
NOTE: AFTER 12 MONTHS OF SERVICE, ALL EMPLOYEES ARE ENTITLED A TUITION BENEFIT FOR UP TO SIX (6) UNDERGRADUATE CREDITS OR THREE (3) GRADUATE CREDITS PER SEMESTER.	

Filing Period Opens: Monday, September 21, 2009

Filing Period Closes: Friday, October 23, 2009. Applications must be received by 5:00 PM (Eastern) on this date.

Filing Fee: A \$30 filing fee is required to enter the selection process. All applicants must pay the filing fee, unless qualified to receive a waiver.

Who Should Apply? Those who:

- Have a High School Diploma or GED
- Are United States Citizens or legally allowed to work within the United States
- Are fluent in English (must be able to speak, read, write, and comprehend English)
- A motor vehicle driver's license may be required for some positions

AND

- Have at least eighteen months of full time Information Technology work experience (full-time experience is 35 hours per week). Experience less than full-time but more than 20 hours per week will be prorated at 50% (i.e., 2 months experience at 20 - 34 hours per week equal to one month's full-time experience).

OR

- Have completed eighteen college credits in Information Technology at a Higher Education institution with a grade of "C" or better.

NOTE: All applicants must meet minimum qualifications to be eligible for hire.

Note: Proof of meeting the above requirements is necessary at the time of application, before the close of a Civil Service examination filing period. You will be asked to provide proof of having met these requirements by the close

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of the filing period.

Description of the Job

- Operates, transports, makes minor adjustments to, helps install and configure equipment such as: Computing devices of all types, including mainframe computers, microcomputers, and PCs; Communications technology, communications network equipment; Computer peripherals.
- Performs routine system operations and administration: loads media, operates various programs, maintains user accounts, monitors computing and communications activities, and updates logs.
- Assists with data storage operations: Transfers data across mediums/formats; performs routine back up and recovery tasks.
- As directed, makes minor adjustments and implements routine technical updates to hardware and software (including networks, operating systems, applications software, Web pages, and data tables).
- Maintains records, i.e. inventory records, assignment records, equipment records.
- Communicates with technology users and other technology staff to understand the details of work assignments and the nature of problems. May log or document problem reports.
- Tests computer and communications equipment for capacity / capability to perform. Identifies problems regarding computer, peripheral, or communications equipment. Determines the causes of malfunctions (e.g., observation, use of diagnostic software or equipment).
- Informs a supervisor or designated contact for repairs. Logs findings and actions taken. Follows up to assure problems have been resolved.
- May perform simple repairs such as tuning/adjusting components to correct malfunctions, replacing faulty computer, peripheral, communications equipment and/or component parts (e.g., boards, cards, monitors, cables, and communications circuits).
- May enter data into, or operate, computer-based systems.

The Selection Process

Your completed application including work experience, education, all IT certifications received, IT courses completed and, if taken, the COMP TIA A+ Essentials exam will determine your score.

This examination will be prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

To obtain a minimum passing score of 70 you must meet the following minimum qualifications:

1. Education Requirement: Candidates must possess a High School Diploma or GED. Documentation will be requested. There is no equivalent for this requirement.
2. Higher Education/Experience Requirement:
 - Completion of 18 higher education credits in Information Technology at a higher education institution with a grade of "C" or better.

OR

 - 18 months of full-time related work experience in Information Technology (technology support, computer repair, computer operations, and/or help desk)

You must meet the minimum qualifications for the title. If you do not meet the minimum qualifications for this title, you will be disqualified; if you have already been appointed, you will be terminated from employment.

Note: Your education and work history will be verified by The City University of New York.

FOLLOW UP EVALUATION REQUIREMENTS: Upon meeting the minimum requirements established in "1" and "2" above, candidates will receive a score of "70". Candidates then have three choices as to how their additional credentials will be reviewed. Candidates can combine options to achieve a final maximum score of "100".

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Candidates must have entered the specific education and certification information into their Exams Xpress account online in order to have transcripts and certification documentation verified and added to their score.

A. Education Option

Candidates choosing the Education Option will provide transcripts (unofficial accepted) from an accredited institution of higher education related to courses successfully completed with a grade of "C" or better. Transcripts must be received by CPS by the closing date (**FRIDAY, OCTOBER 23, 2009**). Send Transcripts to:

**CPS Human Resource Services
ATTN: CUNY IT Support Asst. Examination
241 Lathrop Way
Sacramento, CA 95815**

- Education will be banded according to number of credits received in Information Technology disciplines (maximum 30 points):
 - 19 - 23 credits: Additional 10 points (i.e., score of "80")
 - 24 – 35 credits: Additional 20 points (i.e., score of "90")
 - 36+ credits, OR completion of an Associate's Degree with a minimum of 24 credits in Information Technology: Additional 30 points (i.e., score of "100").

B. Certification Option (10 points per certification, maximum 30 points)

Candidates choosing the Certification Option will provide copies of their certifications or certification details.

C. Examination Option

Candidates choosing the Examination Option will take the COMP TIA "A+ Essentials" examination (consists of 100 questions, takes 90 minutes). This is a vendor-neutral industry-wide certification.

- Test scores will be banded as follows (the examination has a scoring range of 100 – 900, with 675 considered a passing score):
 - Score of 675 – 750: Additional 10 points (i.e., score of "80")
 - Score of 751 – 825: Additional 20 points (i.e., score of "90")
 - Score of 826 – 900: Additional 30 points (i.e., score of "100").

APPLICATIONS MUST BE ENTERED ONLINE BY THE CLOSING DATE (FRIDAY, OCTOBER 23, 2009).

BY THE CLOSE OF THE FILING PERIOD (FRIDAY, OCTOBER 23, 2009), YOU MUST:

Step1. Complete the online application process: www.cuny.edu click on **Careers at CUNY**, then **Civil Service Exams**.

Note: It is your responsibility to update your contact information in your online account with any change of name, address, telephone number, or email address. Failure to do so can result in CUNY not being able to locate you.

Step 2. Meet the minimum qualifications. See **Who Should Apply** on the front page. Pay your non-refundable filing fee of **\$30** via credit card, debit card, U.S. Postal or bank money order, or certified check (payable to *The City University of New York*)

No personal checks will be accepted. Mail to:

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Fees will not be accepted after the close of the filing period. Waiver of the filing fee is available; to qualify for a waiver, you must have a *demonstrable* financial hardship and complete the ***Application Fee Waiver Request and Certification Form***. Your waiver request form must be submitted along with your application by the close of the filing period.

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Step 3. Complete the online application and meet minimum standards (pass/fail).

UPON MEETING MINIMUM QUALIFICATIONS YOU WILL BE REQUIRED TO:

Step 4. Provide documentation of IT courses completed with a grade of "C" or better and/or IT Certifications and/or completion of the COMP TIA A+ Essentials exam depending upon which option you chose

UPON EVALUATION OF ALL CANDIDATES' APPLICATIONS:

Step 5. A CUNY Certified List of Eligibles will be established for the title.

Step 6. Qualified applicants may be invited for an interview by a college.

Step 7. Qualified applicants must meet background verification standards

Your final score will be determined by the evaluation of your application and the veteran's preference credit/legacy credits you receive, if any. Your score will determine the order in which you are certified from a list of eligible candidates. CUNY reserves the right to refer only a sufficient number of applicants to meet their staffing needs. The civil service certified list of eligibles resulting from the OPEN COMPETITIVE examination will be used to fill positions at CUNY colleges located in all five boroughs of New York City.

During the application process you must attest to your understanding that cheating, applying under multiple Social Security Numbers or other ethical breaches will result in disqualification.

It is your responsibility to: (if applicable).

1. Submit all supporting documentation of your claims of completed IT courses, or IT credentials.
2. Submit all supporting documentation of your claims of veteran's preference credit or legacy credit.
3. Submit all supporting documentation of your requests for disability accommodation or for an alternate test date of the COMP TIA A+ Essentials exam.

Notice to Retirees: Retirees from public service employment with New York State or its political subdivisions including The City of New York are eligible for appointment (through the process outlined in this Notice). CUNY will not be able to request a waiver of the earnings limitation for retirees under the age of 65, established in Section 212 of New York State Retirement and Social Security Law. For 2009, the annual earnings limitation is \$30,000 per year.

Special Notes

Release of Test Scores Below 70. Per University regulations, the University does not score any other material once it has been determined that an applicant failed to meet the minimum qualifications. In these cases, test scores are assigned an administrative score of "60."

Special Accommodations for Religious Beliefs: Applicants unable to participate in the COMP TIA A+ Essentials exam because of a sincerely held practice of their religious beliefs must submit a signed statement on letterhead from the applicant's religious leader certifying to the applicant's religious observance in order to sit for the test on an alternate examination date. All requests must be presented **by the close of the filing period (Friday, October 23, 2009)** to:

**CPS Human Resource Services
ATTN: CUNY IT Support Asst. Examination
241 Lathrop Way
Sacramento, CA 95815**

Special Accommodations for Emergency Situations: Emergencies that will not permit you to attend the COMP TIA A+ Essentials test are those such as:

- Death in the immediate family
- Unforeseen or medically necessary hospitalization
- Military service activation
- Mandated court attendance

These must be documented in advance except for hospitalization or a death in the family. An alternative examination date may be scheduled for you, if warranted. All requests must be written and mailed to *CPS Human Resource Services* and received

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no later than the Monday BEFORE the test date, plus providing verifiable documentation of the reason. In the case of a death in the immediate family or an unforeseen hospitalization, an applicant must contact CPS Human Resource Services no later than **5:00 p.m. on the Tuesday after the test date** at 866.864.1072 ext. 3245. A determination will be made if you will be scheduled for an alternate test date.

Claiming Veteran's Preference Credit

If you pass this examination, you may be eligible for the veteran's preference credit if you are currently a New York State resident and have full-time active duty military service in the armed forces of the United States (not the military reserves nor the national/state guards) and have been honorably discharged or separated.

Veterans or disabled veterans who are eligible for additional credit and wish to be considered for the credit must indicate this as part of the application process. You must complete the online form or download and complete the form and submit it to:

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If you indicate that you wish to be considered for the additional credit, you must submit proof of your eligibility any time between the dates of your application and the day before the establishment of the resulting eligible list. No credit may be granted after the establishment of the list. It is the responsibility of the test-taker to provide appropriate documentary proof indicating service was in time of war and that the test-taker received an honorable discharge and was released under honorable conditions. Effective January 1, 1998, the State Constitution was amended to permit test-takers currently in the armed forces of the United States to apply for and be conditionally granted veteran's preference credit in examinations.

Claiming Legacy Credit (For Open Competitive Examinations Only)

If you pass an examination for original appointment (not promotion), you may be eligible for an additional 10 points being added to your final examination score if your parent or sibling was killed in the line of duty as a firefighter or police officer in the service of the City of New York and you are applying for a position which would gain you entry into the public service. Legacy Credit is not applicable for promotional examinations.

1. **For Parent Legacy Credit:** If candidate's parent was killed in the line of duty as a firefighter or police officer in the service of New York City.
2. **For Sibling Legacy Credit:** If candidate's sibling was killed in the line of duty as a firefighter or police officer in the service of New York City as a result of the September 11, 2001, World Trade Center attack, or as a result of the rescue effort that took place in response to the attack.

If a candidate requests Legacy Credit after an application has been submitted, the candidate must write a letter indicating the candidate's name, address, social security number, the open-competitive exam title and number for which Legacy Credit is sought, and whether the request is for Parent Legacy Credit, Sibling Legacy Credit, or both. The letter must be addressed to:

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Claims for Legacy Credit cannot be made once the eligible list is established. All candidates making such claims will be required to present, **prior to eligible list establishment**, documentation verifying their claim. All claims for Parent or Sibling Legacy Credit will be investigated.

Note on Legacy Credit Usage:

1. You may use Legacy Credit only once for appointment from a City, State, or County open-competitive Civil Service eligible list from a jurisdiction within the State of New York.

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2. Legacy Credit will be added only to the final score of those candidates who pass all parts of the open competitive examination.

Appointment Information

Eligible List – Once you pass the examination, your name will remain on the certified list of eligibles for up to one year during which time you may be appointed to a probable permanent position in the University.

Proof of Identity and Work Authorization – In accordance with the Immigration Reform and Control Act of 1986, if appointed to CUNY you must be able to provide proof of identify and proof of the right to obtain employment in the United States.

Probationary Period – Each position is subject to a one-year probationary period following appointment from the CUNY Civil Service certified list of eligibles, which may be extended, under certain circumstances, as noted in The City University of New York's Civil Service Personnel Rules and Regulations.

Fingerprinting – If you are selected for employment, you must be fingerprinted by The City University of New York. You will be informed where to report and the fee that you must bring (currently \$75, imposed by the State of New York.)

Background Investigation – The University will investigate your background thoroughly. If we discover cheating, ethical breaches, or material facts about you that call into question your qualifications for the title, we will disqualify you. If you already have been appointed or placed on a certified list, we will terminate your employment or remove you from the list.

Advancement – IT Support Assistants may advance to a higher assignment level, based upon performance on mandatory tests.

Applicants or their representatives may call **CPS Human Resource Services at 866.864.1072 ext. 3245** for further information regarding this examination.

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