NYC DCAS
Citywide Administrative Services

BILL DE BLASIO
Mayor

LISETTE CAMILO
Commissioner

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

NOTICE OF EXAMINATION

TELECOMMUNICATIONS ASSOCIATE (DATA)
Exam No. 0135

WHEN TO APPLY:	From: October 2, 2019	APPLICATION FEE: $61.00
	To: October 22, 2019	If you choose to pay the application fee with a credit/debit/gift card, you will be charged a fee of 2.00% 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:

This class of positions encompasses performance of other than engineering functions necessary to the delivery of data telecommunications service. Work includes analytical, technical, administrative, supervisory, and/or related data telecommunications tasks necessary for the selection, procurement, installation, testing, operation, evaluation, modification, financial control, and/or usage control for data telecommunications systems, equipment, and services. Telecommunications Associates (Data) in a data network environment conduct or supervise troubleshooting, repair and ongoing maintenance of digital service units, channel service units, intelligent modems and multiplexers, protocol converters, and mixing modules. All personnel perform related work and, when necessary, perform the duties of lower titles and Assignment Levels.

Special Working Conditions:

Telecommunications Associates (Data) may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Telecommunications Associates (Data) and environmental conditions experienced are: walking to and from sites; standing for an extended period of time; working in confined areas; distinguishing colors; communicating orally; carrying a clipboard and/or tools weighing up to 25 pounds; climbing around and over various objects.

(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 $42,129 per annum. This rate is subject to change. There are four 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 may not receive a score.

You will **not** receive credit for education which you obtain after January 31, 2020 or experience which you obtain after the end of the Application Period (October 22, 2019).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. A baccalaureate degree from an accredited college or university including or supplemented by 24 semester credits in **data** telecommunications/networking or in a scientific, technical, electronic or related area **and** one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a **data** telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or

2. An associate degree from an accredited college or university including or supplemented by 12 semester credits in **data** telecommunications/networking or in a scientific, technical, electronic or related area **and** two years of the experience described in "1" above; or

3. A four-year high school diploma or its educational equivalent **and** three years of the experience described in "1" above; or

4. A satisfactory combination of education and/or experience equivalent to **"1", "2"** or **"3"** above. College education not used for meeting the minimum requirements in "1" or "2" above may be substituted for experience on the basis of six months of experience as described in "1" above for 30 semester credits of college education including or supplemented by 6 semester credits in **data** telecommunications/networking or in a scientific, technical, electronic or related area for a maximum of two years of experience. However, all candidates must have at least a four-year high school diploma or its educational equivalent **and** at least one year of the experience described in **"1"** above.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

The education requirement must be met by January 31, 2020. The experience requirement must be met by the last day of the Application Period (October 22, 2019).

The 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).

Examples of acceptable course work are: data telecommunications, computer science, electronics, and electrical engineering.

Examples of acceptable experience in data telecommunications or in a closely-related electronics planning, electronics management, and/or electronics service environment are as follows: operating data telecommunications computer consoles and peripheral devices; computer equipment planning; automation planning; computer programming; and computer system installation and service.

Examples of unacceptable experience in data telecommunications or in a closely-related electronics planning, electronics management, and/or electronics service environment are as follows: computer sales; electronic stores salespersons; retail sales; and clerical work such as filing, typing, data entry, and answering the telephone.

You have until midnight Eastern time on the last day of the Application Period (October 22, 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 January 31, 2020 or experience which you obtain after the end of the Application Period (October 22, 2019).

Residency: 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 the City 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 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*
You may come to the DCAS Computer-based Testing & Applications Centers to apply for this examination online. The centers will be open Monday through Saturday 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

The DCAS Computer-based Testing & Applications Centers will be closed on Saturday, October 12, 2019 and Monday, October 14, 2019.

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:

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 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 (October 22, 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).
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 *www.nyc.gov/html/dcas/downloads/pdf/misc/foreigneducation.pdf.* When you contact the evaluation service, ask for a **"course-by-course"** evaluation (which includes 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 January 31, 2020.

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 in the performance of analytical, planning, operational, technical, and/or administrative duties in a data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment for:	You will receive:
At least 1 year but less than 2 years	**10 points**
At least 2 years but less than 3 years	**20 points**
3 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.**

Experience must be obtained by **the last day 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 an 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. 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.*

ADDITIONAL INFORMATION:

Selective Certification For Special Experience and Certifications:

If you have the certification and/or experience listed in one of more of the areas listed below, you may be considered for appointment to positions requiring this certification 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 or experience. If you wish to apply for this Selective Certification, state the three digit Selective Certification Code ("3 digit SC code") in Section D of the Education and Experience Test. Your certification and experience will be checked by the appointing agency at the time of appointment.

Certified Telecommunications Network Associate (16A): A valid CompTIA Network+ certification **and** at least two (2) years of satisfactory, full-time experience in Telecommunications Associate (Data) work in the data network environment. Experience must include, but is not limited to: local area network and/or wide area network work, including planning, design, configuration, installation, implementation, troubleshooting, integration, performance monitoring, maintenance, enhancement, and security management; analyzing and defining network requirements; operating and configuring wired and wireless networks, identifying and explaining common networking protocols and ports, differentiating between common network devices, adhering to wiring standards and experience in using network testing tools. **If you wish to apply for Certified Telecommunications Network Associate (16A) Selective Certification, enter code "16A" in the Selective Certification Section of the Online Education and Experience Test.**

Cisco Call Management/Contact Center Administration (CCM): At least two (2) years of satisfactory, full-time experience working hands-on with Cisco Call Manager, Cisco Contact Center and/or configuring Voice Gateways, dial-plans and H.323 protocols. **If you wish to apply for Cisco Call Management/Contact Center Administration (CCM) Selective Certification, enter code "CCM" in the Selective Certification Section of the Online Education and Experience Test.**

Data Center Technical Support (ADW): At least two (2) years of satisfactory, full-time experience with Racking and Stacking networking equipment, enterprise servers and appliances, within a production enterprise Data Center environment, including but not limited to: performing cabling (layer 1) connectivity requests in a production environment, structured cabling and patch panels, various fiber types and fiber standards and limits, CAT6 cabling and limits, troubleshooting layer 1 issues in a logical and efficient manner, KVM and remote access solutions such as DSView, networking and use of Cisco commands, cable testing tools and methods, must have BICSI and CCNA certifications. **If you wish to apply for Data Center Technical Support (ADW) Selective Certification, enter code "ADW" in the Selective Certification Section of the Online Education and Experience Test.**

FCC Licensing Administration (282): At least two (2) years of satisfactory, full-time experience managing, administering and preparing applications for Federal Communications Commission (FCC) licenses for radio frequency spectrum. The experience must include knowledge of FCC rules for frequency spectrum under FCC Part 90 and FCC Part 101 regulations. **If you wish to apply for FCC Licensing Administration (282) Selective Certification, enter code "282" in the Selective Certification Section of the Online Education and Experience Test.**

Incident Management (42R): A valid Information Technology Infrastructure Library (ITIL) certification (e.g., ITIL Foundation v2 or v3, ITIL Practitioner, and ITIL Intermediate, etc.) **and** at least two (2) years of satisfactory, full-time experience in a large scale telecommunications enterprise coordinating support teams to restore normal service operation and managing entire incident lifecycle and processes in order to stabilize service delivery, including but not limited to root cause identification, outage and incident solution, change recommendation and coordination, risk determination, and ongoing communications, call facilitation, LAN/WAN concepts, Virtual Machines, Oracle databases, Active Directory, LDAP directories, Windows/Unix Operating systems, Dell servers, Active Directory, SonicWall Firewall, VPN, Cisco and procedures for service delivery in ITSM and ITIL. **If you wish to apply for Incident Management (42R) Selective Certification, enter code "42R" in the Selective Certification Section of the Online Education and Experience Test.**

Intelligent Transportation Systems (ITS): This Selective Certification will be used to fill positions at the New York City Department of Transportation: At least two (2) years of satisfactory, full-time experience in Telecommunications Associate (Data) work in the Intelligent Transportation Systems (ITS) area in NYC ECS Manhole System, on Bridges and Roadways, including but not limited to: direct participation in the installation, operation, and maintenance of traffic surveillance cameras, RSU devices in connection with the connected vehicle program, vehicle detection systems (including video detection, microwave sensors and RFID tag readers), dynamic message signs and other transportation related technologies such as Fiber Optic testing and splicing. Your work experience will be checked by the New York City Department of Transportation at the time of appointment. **If you wish to apply for Intelligent Transportation Systems (ITS) Selective Certification, enter code "ITS" in the Selective Certification Section of the Online Education and Experience Test.**

LAN/WAN Network Engineering (422): A valid CCNA Cisco certification (or equivalent) **and** at least two (2) years of satisfactory, full-time experience with IP switched/routed based network; routing and switching (LAN/WAN), HSRP, GLBP, QOS multicasting, VLANs, VTP, NTP and load balancing; IP addressing and subnetting (1Pv4/6), routing protocols, including BGP, EIGRP, OSPF and MPLS; basic troubleshooting of Cisco hardware/OS software, including 72xx, 39xx, and 29xx series routers, 65xx, 37xx, and Nexus platform layer 2/3 switches. **If you wish to apply for LAN/WAN Network Engineering (422) Selective Certification, enter code "422" in the Selective Certification Section of the Online Education and Experience Test.**

Network Design (SAN): At least two (2) years of satisfactory, full-time experience working with TCPIP subnetting and basic configuration of Cisco routers and switches. **If you wish to apply for Network Design (SAN) Selective Certification, enter code "SAN" in the Selective Certification Section of the Online Education and Experience Test.**

Network Design and Engineering (51C): At least two (2) years of satisfactory, full-time experience working with Cisco Optical devices, Catalyst and Nexus range of switches, routers and F5 loadbalancers, including but not limited to: MPLS technology, BGP, and OSPF routing protocols. **If you wish to apply for Network Design and Engineering (51C) Selective Certification, enter code "51C" in the Selective Certification Section of the Online Education and Experience Test.**

Network Operations and Support (178): At least two (2) years of satisfactory, full-time experience in the installation, maintenance, troubleshooting and monitoring of network and telecommunications equipment in technical facilities, including but not limited to: switches, routers, UPS systems, CSU's, structured cable systems (fiber patch panels, copper patch panels), carrier circuits (T1, EPLs, Dark Fiber, etc). **If you wish to apply for Network Operations and Support (178) Selective Certification, enter code "178" in the Selective Certification Section of the Online Education and Experience Test.**

Problem Management (42D): A valid Information Technology Infrastructure Library (ITIL) certification (e.g., ITIL Foundation v3, ITIL Practitioner, and ITIL Intermediate, etc.) **and** at least two (2) years of satisfactory, full-time experience in a large scale telecommunications enterprise managing the lifecycle and process of a critical outage, including but not limited to stabilizing service delivery, preventing reoccurrence of impacting critical systems, coordinating efforts with Service Delivery leads across multiple divisions, ensuring documentation of identified problems, tasks and actions in a post-mortem to prevent reoccurrences and ensuring that all process improvements are implemented in a timely manner. **If you wish to apply for Problem Management (42D) Selective Certification, enter code "42D" in the Selective Certification Section of the Online Education and Experience Test.**

Quality Assurance Management (60H): At least two (2) years of satisfactory, full-time experience in reviewing telephone and email contacts in a technical support and Helpdesk environment as a Quality Assurance manager, auditor or analyst, including but not limited to: creation and maintenance of Quality Assurance forms and checkpoints, creation of monthly reports on department and individual performance, data collection and analysis of performance, analysis and reduction of perennial issues and errors, advanced use of MS Excel, Word, and Powerpoint, performance feedback and corrective action process, Six Sigma and project management. **If you wish to apply for Quality Assurance Management (60H) Selective Certification, enter code "60H" in the Selective Certification Section of the Online Education and Experience Test.**

Service Desk Support (SDS): At least two (2) years of of satisfactory, full-time experience in customer service, service desk technical and/or Helpdesk support, including but not limited to: Microsoft Office Suite, Microsoft Operating Systems, Browser based applications (Siebel, .NET Framework, Java), Adobe Suite, McAfee, Active Directory, Microsoft Deployment Tool Kit, Microsoft GoToASSIST, Remedy, ServiceNow, and Bladelogic Client Management. **If you wish to apply for Service Desk Support (SDS) Selective**

Certification, enter code "SDS" in the Selective Certification Section of the Online Education and Experience Test.

Technical Content Design (TCA): At least two (2) years of satisfactory, full-time experience designing, managing and maintaining self-service websites for helpdesk technical support, web design, photo and graphics editing, user experience design, user interaction design, and information architecture design. **If you wish to apply for Technical Content Design (TCA) Selective Certification, enter code "TCA" in the Selective Certification Section of the Online Education and Experience Test.**

Telecommunications Mobile Device Management (TMP): At least two (2) years of satisfactory, full-time experience in Mobile Device Management (MDM). Experience must include, but is not limited to: enterprise mobility suite, mobile device-level control, mobile security, mobile operation, and maintenance of Android, IOS, MacOS and Windows mobile devices, creating policies to secure mobile device, designing and creating device profiles, creating application control policies (whitelist\blacklist), setting configuration values to setup applications, enforcing compliance polices based off application controls. **If you wish to apply for Telecommunications Mobile Device Management (TMP) Selective Certification, enter code "TMP" in the Selective Certification Section of the Online Education and Experience Test.**

Telephony Integration Systems Administration (CTI): At least two (2) year of satisfactory, full-time experience in administering, supporting, installing, configuring and maintaining telephony integration systems, including but not limited to: Genesys, PBX, Nortel and Avaya Telephony system IIS. **If you wish to apply for Telephony Integration Systems Administration (CTI) Selective Certification, enter code "CTI" in the Selective Certification Section of the Online Education and Experience Test.**

Wireless Data Network Operations (NWT): At least two (2) years of satisfactory, full-time experience in design, deployment, administration, and operations of wireless data networks. The experience must include knowledge of mobility best practices including secured WLAN endpoint, private MPLS backhaul circuits and firewall rules for both mobility and fixed wireless use cases. **If you wish to apply for Wireless Data Network Operations (NWT) Selective Certification, enter code "NWT" in the Selective Certification Section of the Online Education and Experience Test.**

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet these requirements at some future date, please submit documentation 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 three digit code(s) of the Selective Certification(s) you are requesting on 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.