



BILL DE BLASIO
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

LISETTE CAMILO
Commissioner

NOTICE OF EXAMINATION

MAINTENANCE WORKER

Exam No. 2015

(For Agencies Under the Jurisdiction of the Commissioner, DCAS Only)

WHEN TO APPLY: From: August 4, 2021

APPLICATION FEE: \$68.00

To: August 24, 2021

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.

THE TEST DATE: Multiple-choice testing is expected to begin on Tuesday, November 23, 2021.

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

WHAT THE JOB INVOLVES:

Maintenance Workers, under direct supervision, assist in the routine maintenance, operation and repair of public buildings and structures, and the equipment they contain. They conduct visual inspections of building equipment and conditions; maintain, adjust and make repairs of building hardware, furniture, shelving and equipment; replace broken window and door glass; repair windows and sash; make repairs to masonry, woodwork, flooring and walls; make repairs to building electrical, plumbing and heating systems; assist in relocating building equipment as directed; visually inspect public buildings, structures and equipment to assess and check for defects, malfunctions and hazardous conditions; visually check for and record the observable conditions of the premises; prepare reports; keep records; and may operate a motor vehicle in the performance of assigned duties. All Maintenance Workers perform related work.

Special Working Conditions:

Maintenance Workers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

Some of the physical activities performed by Maintenance Workers and environmental conditions experienced are: climbing stairs and ladders up to 50 feet above the ground; lifting and carrying objects weighing up to 50 pounds; using power driven and regular hand tools; bending; crouching and kneeling; working in confined spaces; working outdoors in all kinds of weather conditions.

(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 \$29.98 per hour for a 40-hour work week. This rate is subject to change.

HOW TO QUALIFY:

You may be given the multiple-choice test before we verify your qualifications. 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 an Admission Notice or score. (For more information see Exam Site Admission section.)

You will **not** receive credit for education which you obtain after January 31, 2022 or experience which you obtain after the end of the Application Period (August 24, 2021).

EDUCATION AND EXPERIENCE REQUIREMENTS:

1. Three years of full-time satisfactory experience as a mechanic, journeyman or helper in the electrical trades, the mechanical trades, or the construction or maintenance of buildings; **or**
2. At least two years of full-time satisfactory experience as described in "1" above plus sufficient full-time training or education in the electrical, mechanical, or construction trades in a trade school, technical school or vocational high school to make up the equivalent of three years of acceptable experience. Six months of experience will be credited for each year of full-time acceptable training or education.

Note: Experience performing janitorial-type maintenance will not be acceptable for meeting the work experience requirements.

The education requirement must be met by January 31, 2022. The experience requirement must be met by the last day of the Application Period (August 24, 2021).

The technical, trade or vocational high school must be approved by a State's Department of Education or a recognized accrediting organization.

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

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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 (August 24, 2021) 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, 2022 or experience which you obtain after the end of the Application Period (August 24, 2021).

Driver License Requirement (for Department of Citywide Administrative Services only): By the time you are appointed to this position, you must have a motor vehicle driver license valid in the State of New York. If you have moving violations, license suspension(s) or an accident record, you may be disqualified. This license must be maintained for the duration of your employment.

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

English Requirement:

You must be able to understand and be understood in English.

Proof of Identity:

Under the Immigration Reform and Control Act of 1986, you must be able to prove your identity and your right to obtain employment in the United States prior to employment with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services.

HOW TO APPLY:

If you believe you meet the requirements in the "How to Qualify" section, submit an application on 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 file online. Several internet service providers, including but not limited to Google, Yahoo!, AOL, Outlook.com, and Mail.com offer free email addresses. **All new OASys accounts require verification before a candidate can apply to ensure the accuracy of candidate information. Verification is instantaneous for most accounts and you will receive a confirmation email with instructions to activate your account. For any account creation issues, you will receive onscreen prompts to contact DCAS. This review may require up to two (2) business days to be reviewed and resolved. Please keep this information and the application period deadline in mind when creating your account.**

The following methods of payment are acceptable: major credit card, bank card associated with a bank account, or a prepaid debit card with a credit card logo which you may purchase online or at various retail outlets. If you are receiving or participating in certain forms of public assistance/benefits/programs, or are a veteran, you may qualify to have the application fee waived. For more information on eligibility for a fee waiver and documentation requirements, visit the Fee Waiver FAQ on the Online Application System at: <https://a856-exams.nyc.gov/OASysWeb/Home/Faq>. **Effective January 2020, the Online Application System is no longer supported on Windows 7 or earlier versions of Windows operating systems.**

You may come to a DCAS Computer-based Testing & Applications Center to apply for this examination online. However, you must schedule a customer service appointment prior to your visit. Due to the COVID-19 pandemic, DCAS no longer permits walk-ins at DCAS sites.

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

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

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 & Applications Centers. This guide gives important information about requesting an alternate test date because of religious observance or a special test accommodation for disability, claiming Veterans' or Legacy credit, and notifying DCAS of a change in your mailing address. Follow all instructions on the Special Circumstances Guide that pertain to you when you complete your "Application for Examination."

REQUIRED INFORMATION:

- 1. Application for Examination:** Follow the online instructions, including those relating to the payment of fee and, if applicable, those found in the Special Circumstances Guide.
- 2. Education and Experience Exam:** Fill out all of the required sections displayed onscreen (if available). You will have until midnight Eastern time on the last day of the Application Period (August 24, 2021) 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 (August 24, 2021), 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 to meet the education and experience requirements):** If you were educated outside the United States, you must have your foreign education evaluated to determine its equivalence to education obtained in the United States. The services that are approved to make this evaluation are listed on the Foreign Education Evaluation Guide which is located on the DCAS website at <https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/foreigneducation.pdf>. When you contact the evaluation service, ask for 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 (August 24, 2021).

THE TEST:

The multiple-choice test will be given at a computer terminal. Your score on this test will be used to determine your place on an eligible list. You must achieve a score of at least 70% to pass the test.

The multiple-choice test is designed to assess the extent to which candidates have certain abilities determined to be important to the performance of the tasks of a Maintenance Worker.

Task areas to be tested are as follows: general carpentry repairs on doors and windows; plumbing; electrical; miscellaneous repairs; equipment and appliance repairs and installation; tools; safe work practices; record keeping; and other related categories.

The multiple-choice test may include questions requiring the use of any of the following abilities:

Written Expression: The ability to use English words or sentences in writing so that others will understand. Example: As a Maintenance Worker, one must be able to clearly document the work performed so that others know what has been done.

Memorization: The ability to remember information, such as words, numbers, pictures and procedures. Example: Maintenance Workers must be able to remember how to perform certain repairs without constantly checking to see how they are done.

Problem Sensitivity: The ability to tell when something is wrong or likely to go wrong. It includes being able to identify the whole problem, as well as elements of the problem. Example: A Maintenance Worker must be able to diagnose a problem that is not immediately clear.

Mathematical Reasoning: The ability to understand and organize a problem and then select a mathematical method or formula to solve the problem. It encompasses reasoning through mathematical problems to determine appropriate operations that can be performed to solve problems. Example: Maintenance Workers may need to look at a problem through a mathematical lens in order to accurately address it, such as determining the size of a sink or tub if an issue arises.

Number Facility: The degree to which adding, subtracting, multiplying and dividing can be done quickly and correctly. Example: Maintenance Workers may be expected to perform basic math when making measurements, using chemicals or fuel, etc.

Deductive Reasoning: The ability to apply general rules to specific problems to come up with logical answers. Example: Maintenance Workers may need to reason through certain problems using general rules or guidelines.

Inductive Reasoning: The ability to combine separate pieces of information or specific answers to problems to form general rules or conclusions. Example: Maintenance Workers may find that certain repairs may apply to a general principle that they may bring to another repair.

Information Ordering: The ability to correctly follow a rule or set of rules or actions in a certain order, such as numbers, letters, words, procedures, sentences, and mathematical or logical operations. Example: Maintenance Workers may be required to follow a set of instructions when making repairs.

Spatial Orientation: The ability to tell where you are in relation to the location of some object or to tell where the object is in relation to you. Example: Maintenance Workers must know where parts or tools are at all times, especially when working on something with a motor.

Visualization: The ability to imagine how something would look when it is moved around or when its parts are moved or rearranged. Example: Maintenance Workers must know when parts are in the incorrect place or position and be able to fix them.

Time Sharing: The ability to shift back and forth between two or more sources of information. Example: Maintenance Workers must be able to complete tasks in accordance with specific rules while also ensuring any maintenance issues are resolved.

Certain questions may need to be answered on the basis of documents or other information supplied to the candidates on the date of the multiple-choice test.

EXAM SITE ADMISSION:

Three weeks before the first date on which testing is expected to begin, you will be sent an Exam Alert email to the email address associated with your OASys Profile which will notify you of the date on which your Admission Notice for your exam will be available on your OASys Dashboard. Your Admission Notice will be available on your Dashboard in OASys 14 days before the first date on which testing is expected to begin. You can print or display your Admission Notice on your phone or personal device to gain entry to the test site. Test site assignments will take your address into consideration, but nearness to your address cannot be guaranteed.

Please Note: The Bronx Computer-based Testing & Applications Center ("CTAC") is open to the public but only for customer service appointments. Candidates for exams and exam-related events who reside in the Bronx will be assigned to CTACs in boroughs other than the Bronx.

Warning: After gaining entry to the test site, you are not permitted to enter the testing area with electronic devices. Electronic devices include, but are not limited to, cellular phones, smart watches, recording devices, beepers, pagers, cameras, or portable media players. You are not permitted to use any type of headphones or ear buds. Calculators are permitted; however, they must be hand-held, battery or solar powered, and numeric only. Calculators with functions other than addition, subtraction, multiplication and division are prohibited. Electronic devices with an alphabetic keyboard or with word processing or data recording capabilities such as planners, organizers, etc. are prohibited. If you use any of these devices

anywhere at any test site, whether in the testing area, restroom, hallway, or other location, at any time before, during or after the test or Protest Review Session, your test score will be nullified, you will be disqualified from taking any civil service tests for up to five years, and your application fee will not be refunded. You may not have any other person, including children, present with you while you are being processed for or taking the test, and no one may wait for you inside of a Computer based Testing & Applications Center while you are taking the test.

Required Identification: You are required to bring one (1) form of valid (non-expired) signature and photo bearing identification to the test site. The name that was used to apply for the exam must match the first and last name on the photo ID. A list of acceptable identification documents is provided below. **If you do not have an acceptable ID, you may be denied testing.** Acceptable forms of identification (bring one) are as follows: State issued driver's license, City or State issued identification card, IDNYC, US Government issued Passport, US Government issued Military Identification Card, US Government issued Alien Registration Card, Employer ID with photo, or Student ID with photo.

Leaving: You must leave the test site once you finish the test. If you leave the test site after being fingerprinted but before finishing the test, you will not be permitted to re-enter. If you disregard this instruction and re-enter the test site, you may not receive your test results, your test score may be nullified, 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 Service (ESS) at www.nyc.gov/ess.
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs.
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7199, or by regular mail: DCAS, 1 Centre Street, 14th Floor, New York, NY 10007. Your written request must include your full name, social security number, exam title(s), exam number(s), previous mailing and/or email address, and your new mailing and/or email address.

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 and the multiple-choice test, your name will be placed on an eligible list, and you will be given a list number. 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>.

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.

Note: You may attach up to 5 documents to support your appeal by using the attachment functionality.

SPECIAL ARRANGEMENTS:

Make-up Test:

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

1. compulsory attendance before a public body;
2. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City;
3. absence from the test within one week after the death of a spouse, domestic partner, parent, sibling, child or child of a domestic partner where you are an officer or employee of the City;
4. absence due to ordered military duty;
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability, pregnancy-related, or child-birth-related condition preventing you from taking the test.

To request a make-up test, contact Administration, Customer, and Exam Support by mail at 1 Centre Street, 14th Floor, New York, NY 10007, or by email at testingaccommodations@dcas.nyc.gov, as soon as possible and provide documentation of the special circumstances that caused you to miss your test.

ADDITIONAL INFORMATION:

Selective Certification For Driver License (MVO): If you have a motor vehicle Driver License that is valid in the State of New York, you may be considered for appointment to positions requiring this license through a process called Selective Certification. If you qualify for Selective Certification, you may be given

preferred consideration for positions requiring this license. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. **If you are appointed through Selective Certification, you must maintain your motor vehicle Driver License for the duration of your employment.**

Selective Certification for Positions Requiring Heating Experience (HET): If you have at least six (6) months of full-time satisfactory experience in the diagnosis and repair of heating plants and hot water systems in large tenanted buildings, including burner and boiler repair in a private, not for profit, or government agency, then you may be considered for appointment to positions requiring this particular experience through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting (RRP): If you possess a USEPA Certification in Renovation, Repair and Painting, then you may be considered for appointment to positions requiring this certification through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. Your USEPA Certification will be checked by the appointing agency at the time of appointment. **If you are appointed through Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Renovation, Repair and Painting valid for the duration of your employment.**

Selective Certification for United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) (ILB): If you possess a USEPA Certification in Lead-based Paint Activities (Abatement), you may be considered for appointment to positions requiring this certification through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. Your USEPA Certification will be checked by the appointing agency at the time of appointment. **If you are appointed through Selective Certification, you must maintain your United States Environmental Protection Agency (USEPA) Certification in Lead-based Paint Activities (Abatement) valid for the duration of your employment.**

Selective Certification for Gas Work Qualification (G54): If you possess a Gas Work Certification, you may be considered for appointment to positions requiring this certification through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. Your Gas Work Certification will be checked by the appointing agency at the time of appointment. **If you are appointed through Selective Certification, you must maintain your Gas Work Certification for the duration of your employment.**

Selective Certification for Municipal Government Experience (MGE): If you have 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, you may be considered for appointment to positions requiring this experience through a process called Selective Certification. Follow the instructions given to you on the day of the test to indicate your interest in such Selective Certification. Your experience will be checked by the appointing agency at the time of appointment.

The above Selective Certification requirements may be met at anytime during the duration of the list. If you meet any of the above requirements at some future date, please submit a request 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 Selective Certification 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 the "Junk", "Trash", or "Spam" folder 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 the Notifications section. 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.

This examination is for positions with City Agencies only. If you would like to apply for Maintenance Worker (NYC Health + Hospitals), you must submit a separate application and fee for Exam No. 2016 from August 4, 2021 through August 24, 2021.

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/dcas and copies are available at the DCAS Computer-based Testing & Applications Centers.

The City of New York is an Equal Opportunity Employer.
Title Code No. 90698; Skilled Craftsman and Operative Service.

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