



ERIC L. ADAMS
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK
Commissioner

NOTICE OF EXAMINATION

PROMOTION TO TELECOMMUNICATIONS MANAGER Exam No. 3535

WHEN TO APPLY: From: December 1, 2022

APPLICATION FEE: \$68.00

To: December 21, 2022

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.

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

WHAT THE JOB INVOLVES:

Telecommunications Managers, under varying degrees of direction, with varying degrees of latitude for independent action and decision, are responsible for the efficient operation of a voice and/or data telecommunications system; develop standards, procedures and policies to ensure the continuing operational effectiveness of the City's voice and/or data telecommunications networks; train agency coordinators in the techniques of voice and/or data telecommunications management; are responsible for the inspection, analysis, adjustment and certification of invoices for voice and/or data telecommunications services and equipment provided to the City; are responsible for overseeing the investigation and resolution of user complaints; and may supervise the repair of related radio equipment and the maintenance of listings of City agencies in City and telephone company directories. All Telecommunications Managers perform related work.

Special Working Conditions:

Telecommunications Managers may be required to work various shifts including nights, Saturdays, Sundays, and holidays.

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

THE SALARY:

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. Salaries for promotions to non-managerial assignments will be made in accordance with the collective bargaining pay plan.

ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of an agency under the jurisdiction of the Commissioner of the Department of Citywide Administrative Services who **on the last day of the application period (December 21, 2022)**:

- holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Telecommunications Associate (Data) or Telecommunications Associate (Voice); and
- is not otherwise ineligible.

(Note: A "Preferred List" is a civil service list which is only for certain former permanent employees 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 are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your 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 the eligible title as indicated in the above "Eligibility To Take Examination" section, and you must be permanently employed in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion.

READ CAREFULLY AND SAVE FOR FUTURE REFERENCE

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.

HOW TO APPLY:

If you believe you are eligible to take this examination, 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>. **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 the DCAS Computer-based Testing & Applications Centers 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.

You must complete the entire application by midnight, Eastern Time, of the last day of the application period. If you have questions about applying for this examination, you may contact DCAS at OASys@dcas.nyc.gov.

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 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 the required sections displayed onscreen (if applicable). You will have until midnight Eastern time on the last day of the Application Period (December 21, 2022) 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 (December 21, 2022), 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.

THE TEST:

You will be given an Education and Experience Exam. Your score on this test will be used to determine your place on an eligible list. On the Education and Experience Exam, you will receive a score of 70 points for meeting the eligibility 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 permanent (not provisional) satisfactory full-time managerial experience with the City of New York in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice and/or data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment for:

You will receive up to:

At least 3 months but less than 6 months	2.50 points
At least 6 months but less than 9 months	5.00 points
At least 9 months but less than 12 months	7.50 points
At least 12 months but less than 15 months	10.00 points
At least 15 months but less than 18 months	12.50 points
At least 18 months but less than 21 months	15.00 points
At least 21 months but less than 24 months	17.50 points
At least 24 months but less than 27 months	20.00 points
At least 27 months but less than 30 months	22.50 points
At least 30 months but less than 33 months	25.00 points
At least 33 months but less than 36 months	27.50 points
36 months or more	30.00 points

If you have satisfactory full-time managerial experience with an employer other than the City of New York in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice and/or data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment for:

You will receive up to:

At least 3 months but less than 6 months	2.25 points
At least 6 months but less than 9 months	4.50 points
At least 9 months but less than 12 months	6.75 points
At least 12 months but less than 15 months	9.00 points
At least 15 months but less than 18 months	11.25 points
At least 18 months but less than 21 months	13.50 points
At least 21 months but less than 24 months	15.75 points
At least 24 months but less than 27 months	18.00 points
At least 27 months but less than 30 months	20.25 points
At least 30 months but less than 33 months	22.50 points
At least 33 months but less than 36 months	24.75 points
36 months or more	27.00 points

If you have permanent (not provisional) satisfactory full-time non-managerial experience with the City of New York in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice and/or data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment for:

You will receive up to:

At least 6 months but less than 12 months	1.50 points
At least 12 months but less than 18 months	3.00 points
At least 18 months but less than 24 months	4.50 points
At least 24 months but less than 30 months	6.00 points
At least 30 months but less than 36 months	7.50 points
At least 36 months but less than 42 months	9.00 points
At least 42 months but less than 48 months	10.50 points
At least 48 months but less than 54 months	12.00 points
At least 54 months but less than 60 months	13.50 points
At least 60 months but less than 66 months	15.00 points
At least 66 months but less than 72 months	16.50 points
72 months or more	18.00 points

If you have satisfactory full-time non-managerial experience with the an employer other than the City of New York in the performance of analytical, planning, operational, technical, and/ or administrative duties in a voice and/or data telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment for:

You will receive up to:

At least 6 months but less than 12 months	1.25 points
At least 12 months but less than 18 months	2.50 points
At least 18 months but less than 24 months	3.75 points
At least 24 months but less than 30 months	5.00 points
At least 30 months but less than 36 months	6.25 points
At least 36 months but less than 42 months	7.50 points
At least 42 months but less than 48 months	8.75 points
At least 48 months but less than 54 months	10.00 points
At least 54 months but less than 60 months	11.25 points
At least 60 months but less than 66 months	12.50 points
At least 66 months but less than 72 months	13.75 points
72 months or more	15.00 points

During the Education and Experience Exam (EEE), you may answer questions about your experience. If your experience was on a part-time basis working less than 35 hours per week, you will need to convert your part-time experience to full-time experience using the formula below. Once you have determined your full-time experience equivalent, use this amount to answer questions about your experience.

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

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

Each year of experience will be credited under only one category which will be the highest appropriate category.

Examples of unacceptable experience include: computer sales; electronic stores salesperson; retail sales; telephone operator; selling or servicing of individual consumer telephones, radios or electronics; switchboard operator; radio dispatcher; radio console operator; electrician; 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 (December 21, 2022) to clearly specify in detail all of your relevant education and experience and Final Submit your Education and Experience Exam in the Online Application System (OASys). Once you Final Submit your Education and Experience Exam in OASys, you will not be permitted to submit new or additional information on your Education and Experience Exam online.

If you do not Final Submit your Education and Experience Exam in OASys by midnight Eastern time on the last day of the Application Period (December 21, 2022), 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.

Experience must be obtained by the last day of the Application Period (December 21, 2022).

CHANGE OF MAILING ADDRESS, EMAIL ADDRESS, AND/OR TELEPHONE NUMBER:

It is critical that you promptly notify DCAS of any change to your mailing address, email address and/or phone number. If we do not have your correct mailing address, email address and/or phone number, you will not receive information about your exam(s), consideration for appointment and/or important information that may require a response by a specified deadline. If you need to update your Mailing Address, Email Address, and/or Telephone Number, read below:

- City Employees - update this information in NYCAPS Employee Self-Service (ESS) at www.nyc.gov/ess
- All Others - update this information on your Profile page in the Online Application System (OASys) by logging into your OASys account and navigating to your Dashboard, then your Profile tab at www.nyc.gov/examsforjobs
- Submit a written request by email at OASys@dcas.nyc.gov, by fax (646) 500-7190, 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, and/or new telephone number.

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 are marked eligible, your name will be placed in final score order on an eligible list, you will be given a list number and you will be notified by email of your test results. The eligible list determines the order by which candidates will be considered for promotion. If you meet all requirements and conditions, you will be considered for promotion 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.

ADDITIONAL INFORMATION:

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 promotion, 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. 82984; The Managerial Service.

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