



THE CITY OF NEW YORK
DEPARTMENT OF CITYWIDE
ADMINISTRATIVE SERVICES
APPLICATION UNIT
1 CENTRE STREET, 14TH FLOOR
NEW YORK, NY 10007

REQUIRED FORMS
APPLICATION FORM
EDUCATION AND EXPERIENCE TEST PAPER
FOREIGN EDUCATION FACT SHEET (IF APPLICABLE)

MICHAEL R. BLOOMBERG
Mayor

EDNA WELLS HANDY
Commissioner

NOTICE OF EXAMINATION

**TELECOMMUNICATIONS ASSOCIATE (VOICE)
Exam No. 2020
AMENDED NOTICE (May 16, 2012)**

<p>WHEN TO APPLY: From: May 16, 2012 To: May 25, 2012</p>	<p>APPLICATION FEE: \$54.00 If you pay online by credit card, bank card or debit card, you will receive a \$5.00 discount.</p>
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The Notice of Examination is amended to reopen filing from May 16, 2012 through May 25, 2012.

WHAT THE JOB INVOLVES: This class of positions encompasses performance of other than engineering functions necessary to the delivery of voice (telephone) telecommunications service. Work includes analytical, technical, administrative, supervisory, and/or related voice telecommunications tasks necessary for the selection, procurement, installation, testing, operation, evaluation, modification, financial control, and/or usage control for voice telecommunications systems, equipment, and services.

At Assignment Level I: Telecommunications Associates (Voice), under supervision, with some latitude for the exercise of independent judgment and initiative, perform voice telecommunications assignments of moderate difficulty in the procurement, set-up, operation, and/or maintenance of voice telecommunications systems or serves as a voice telecommunications analyst, members of project teams, or project managers for voice telecommunications projects of moderate scope. They assist in pre-installation planning, site preparation, system implementation and acceptance testing tasks; oversee technicians or vendors performing such tasks as troubleshooting, installing, modifying, repairing and providing ongoing maintenance and monitoring of hardware; solicit competitive bids from vendors for telephone systems; prepare reports concerning plans and activities of an assigned project, research findings, cost/needs analyses, and vendor evaluations; coordinate and oversee implementation of contract by vendor; interview systems users to determine needs and/or attitudes towards existing systems and services and future requirements; make recommendations on appropriate systems, equipment or services based on user needs, availability of equipment, agency standards, and budgetary considerations; perform telephone communications analysis and research; develop criteria for evaluation and evaluate Requests For Proposal (RFPs) from vendors on a technical and financial basis; clarify and negotiate contract related matters with vendors; coordinate and oversee repairs and problem resolution by vendors; process and verify bills, purchase orders and invoices; take and maintain telephone equipment inventories; may troubleshoot, modify, repair and provide ongoing maintenance and monitoring of hardware; in the temporary absence of the supervisor, may perform the duties of that position. All Telecommunications Associates (Voice) perform related work.

Some of the physical activities performed by Telecommunications Associates (Voice) and environmental conditions experienced are: walking to and from sites; climbing and descending from ladders or stairs; standing for an extended period of time; bending and stooping during surveys; working in confined areas; distinguishing colors; communicating orally; carrying clipboard, equipment and tools weighing up to 50 pounds; climbing around and over various objects; walking in areas that may be damp, dark, smoky or acrid; working outdoors in all kinds of weather.

Special Working Conditions: Telecommunications Associates (Voice) may be required to work 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: The current minimum salary is \$36,587 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 APPLY: If you believe that you meet the requirements in the "How to Qualify" section, you may 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 forms. A valid email address is required to file online. Several internet service providers, including but not limited to Google, Yahoo!, Hotmail, and AOL, offer free email addresses. The following methods of payment are acceptable: major credit card, bank card associated with a bank account, prepaid debit card which you may purchase online or at various retail outlets, or money order payable to DCAS (Exams). If you pay online by

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credit card, bank card, or debit card, you will receive a \$5.00 discount. You may come to the DCAS Computerized Testing Centers to file for this examination online, submit a money order, or obtain a paper application for this examination. The centers will be open Monday through Saturday from 9:00 AM to 5:00 PM:

Manhattan

2 Lafayette Street
17th Floor
New York, NY 10007

Brooklyn

210 Joralemon Street
4th Floor
Brooklyn, NY 11201

Special Circumstances Form: This form is included in the application package available at the DCAS Computerized Testing Centers and located on the DCAS website at http://www.nyc.gov/html/dcas/html/employment/civilservice_exams.shtml#examinationforms. This form 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 form that pertain to you when you complete your "Application for Examination."

HOW TO QUALIFY:

Education and Experience Requirements: By the last day of the Application Period you must have:

1. A baccalaureate degree from an accredited college or university including or supplemented by 24 semester credits in voice telecommunications (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems, **and** one year of satisfactory full-time experience in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment; or
2. An associate degree from an accredited college including or supplemented by 12 semester credits in voice telecommunications (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems **and** two years of experience as described in "1" above; or
3. A four-year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** three years of experience as 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 each 30 semester credits of college education, including or supplemented by 6 semester credits in voice telecommunication (telephone, radio, microwave, fiber optic and cellular service), telecommunications technology, electronics, physics, and/or planning and analysis of electronic systems for six months of experience described in "1" above, up to a maximum of two years experience. However, all candidates must have at least a four year high school diploma or its educational equivalent approved by a State's Department of Education or a recognized accrediting organization **and** at least one year of the experience described in "1" above.

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).

You may be given the test before we review your qualifications. You are responsible for determining whether or not you meet the qualification requirements for this examination prior to submitting your application. If you are marked "Not Qualified," your application fee will not be refunded and you will not receive a score.

Examples of acceptable experience in voice telecommunications are as follows: installing and servicing voice telecommunications systems; planning and analyzing of voice communications systems; and preparing proposals for voice telecommunications systems.

Examples of unacceptable experience in voice telecommunications are as follows: telephone operator; selling or servicing of individual consumer telephones, radios, or electronics; switchboard operator; radio dispatcher; radio console operator; electrician; and clerical such as filing, typing, data entry, and answering the telephone.

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 the City of New York.

REQUIRED FORMS:

- 1. Application for Examination:** **If you are applying online**, follow the online instructions. **If you are applying by mail**, make sure that you follow all instructions included with your application, including payment of fee. Save a copy of the instructions for future reference.
- 2. Education and Experience Test Paper:** Fill out **Sections A.1 (if applicable), A.2, A.4, A.6, and B.** This form must be filled out completely and in detail for you to receive your proper rating. Keep a copy of your completed Education and Experience Test Paper for your records. **If you are applying online**, follow the online instructions. **If you are applying by mail**, write your social security number in the box at the top right side of the cover page, and the examination title and number in the box provided. Be sure to write your examination number and social security number on each of the remaining pages of this form.
- 3. Foreign Education Fact Sheet (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 Fact Sheet included with your application packet. 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 the last date for applying for this examination.

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 credit up to a maximum of 100 points on the following basis:

If you have satisfactory full-time experience in the last seven years in the performance of analytical, planning, operational, technical, and/or administrative duties in a voice telecommunications or closely-related electronics planning, electronics management, and/or electronics service environment:

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.**

Education and experience must be obtained by **the last day of the application period.**

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

ADDITIONAL INFORMATION:

Application Receipt: **If you applied online**, you will be emailed a receipt immediately after you have applied for the examination. If you do not receive this receipt, contact this agency at OASys@dcas.nyc.gov. Include your social security number and the examination number and title in your email. **If you applied by mail**, you will be mailed a receipt within three months of the last date of the application period. If you do not receive this item, write to this agency, Attention: Examining Service Section, 1 Centre Street, 14th Floor, New York, NY 10007 to request verification that your application was received. Include your social security number and the examination number and title in your request.

The General Examination Regulations of the Department of Citywide Administrative Services apply to this examination and are part of this Notice of Examination. They are posted and copies are available in the Application Unit of the Division of Citywide Personnel Services, 1 Centre Street, 14th Floor, NY, NY 10007.

The City of New York is an Equal Opportunity Employer.
Title Code No. 20247; Telecommunications Occupational Group

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