



ERIC L. ADAMS  
Mayor

DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES  
BUREAU OF EXAMINATIONS

DAWN M. PINNOCK  
Commissioner

## NOTICE OF EXAMINATION

### PROMOTION TO PRINCIPAL POLICE COMMUNICATIONS TECHNICIAN Exam No. 4542

**WHEN TO APPLY:** From: June 5, 2024

**APPLICATION FEE: \$82.00**

To: June 25, 2024

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 **Friday, September 6, 2024.**

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

#### WHAT THE JOB INVOLVES:

At Assignment Level 1, under supervision, with latitude for independent initiative, judgement, and decision-making, Principal Police Communications Technicians perform responsible supervisory and administrative duties, including serving as Borough Coordinator. They supervise, direct, and coordinate the efficient and effective delivery of 911 Emergency System services with overall responsibility for activities at the Borough level; supervise Supervising Police Communications Technicians; oversee and direct the preparation of daily work schedules and assignments; assist in the clearing of alerts and backlogs and ensure that priority calls are processed; train and evaluate personnel; prepare reports and communications; may supervise and direct personnel providing critical support functions within the Communications Division; and perform related work. In the temporary absence of the supervisor, they may assume the duties of that position. All Principal Police Communications Technicians perform related work.

#### Special Working Conditions:

Principal Police Communications Technicians will be required to work various tours around the clock, including Saturdays, Sundays, and holidays, and will be required on occasion to work overtime hours depending on the needs of the Department.

(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 \$67,917 per annum. This rate is subject to change. There are three assignment levels within this class of positions. Promotions will generally be made to Assignment Level I. After promotion, employees may be assigned to a higher assignment level at the discretion of the agency.

#### ELIGIBILITY TO TAKE EXAMINATION:

This examination is open to each employee of the **New York City Police Department** who **on the first date of the multiple-choice test:**

1. holds a permanent (not provisional) competitive appointment or appears on a Preferred List (see Note, below) for the title of Supervising Police Communications Technician; and
2. 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 may be given the test before we verify your eligibility. You are responsible for determining whether or not you meet the eligibility requirements for this examination prior to submitting your application. If it is determined prior to the test date that you are not eligible to participate in this examination, you will not receive an Admission Notice to take the multiple-choice test, you will not be permitted into the test site, and your application fee will not be refunded. If it is determined after the test date that you are not eligible to participate in this examination, 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

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in the eligible title or your name must appear on a Preferred List for the eligible title at the time of promotion. Additionally, you must have served permanently in the eligible title for at least one year.

**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](http://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 & Application Centers to apply for this examination online.

The centers will be open Monday through Friday 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

**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

**The DCAS Computer-based Testing & Application Centers will be closed on Wednesday, June 19, 2024.**

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](mailto: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](https://www1.nyc.gov/assets/dcas/downloads/pdf/employment/pdf_c_special_circumstances_guide.pdf) and available at the DCAS Computer-based Testing & Application 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:**

**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.

**THE TEST:**

The multiple-choice test will be given at a computer terminal. A score of at least 70% is required to pass this test. Your score on this test will determine 85% of your final score. Your seniority will determine the remaining 15%. You must pass the multiple-choice test to have your seniority credited. Your seniority score will be 70 plus 1/2 point for each three months of completed, permanent, continuous service with an agency under the jurisdiction of the Commissioner, Department of Citywide Administrative Services in competitive class titles. Your service will be credited through the date of the test, up to a maximum of 15 years. Time served prior to a break in service of more than one year will not be credited.

The multiple-choice test is designed to assess the extent to which candidates have certain knowledge and abilities determined to be important to the performance of the tasks of a Principal Police Communications Technician. Some test questions may assess your ability to judge actions regarding hypothetical problems and decisions, but all questions will relate to the following job task categories:

**Routine Administrative Paperwork:** These tasks are associated with record keeping and documentation.

**Equipment:** These are tasks associated with ensuring that equipment is functioning and being used properly.

**Communications with others:** These tasks are associated with notifying and consulting with others in the process of 911 call taking and dispatching.

**Performance Management:** These tasks are associated with the evaluation, counseling, and disciplinary action for subordinate staff.

**Operation:** These tasks are associated with supervising the operation of 911 call taking and dispatching.

The test may also include questions requiring the use of any of the following knowledge and abilities:

**Knowledge Areas:**

**Operating Procedures:** Knowledge of basic telephone procedures necessary for communications within and outside the Department, etc.

**Equipment Operating Procedures:** Knowledge of I-CAD and VESTA Computer Operating procedures for ACD and Radio necessary to process calls and dispatch. Knowledge of procedures for operating radio dispatcher console and control panel necessary to dispatch.

**Specific Incident/Procedures for ACD and Radio Dispatchers:** Knowledge of 10-13 procedures and Security Holding One inputs necessary to provide immediate response; knowledge of procedures pertaining Crime in Progress and Crime in Past necessary to determine the appropriate dispatch time; knowledge of Ambulance Call procedures necessary to elicit and document appropriate information to inform Emergency Medical Services (EMS) response; knowledge of procedures for Fire Calls necessary to elicit and document appropriate information to inform Fire Department response; etc.

**Radio Dispatching Procedures:** Knowledge of identification procedures necessary for the safety of officers, shift change procedures, assignment of resources procedure etc.

**Miscellaneous Procedures:** Knowledge of procedures for cellular (mobile) telephone calls to 911 to ascertain a more accurate location of a caller, knowledge of Illegal Alien procedures, knowledge of Military Absent Without Leave (AWOL), etc.

**Other knowledge pertaining to appropriateness of actions and handling of Jobs:** This includes knowledge of code signals, common crime definitions and policies for unauthorized release of police information necessary to follow Department guidelines.

**Procedures when problems occur:** Knowledge of Back-Up Slip procedures necessary to process calls manually when the system is down; knowledge of procedures for alerts and backlogs necessary to keep the precinct updated of their status; knowledge of procedures for mobilizations necessary to ensure the proper personnel responds.

**Abilities:**

**Accountability:** Tendency to hold self and others accountable for adhering to rules and standards.

**Example:** A Principal Police Communications Technician may use this ability to ensure that subordinates follow Department guidelines.

**Coaching and Mentoring:** Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. **Example:** A Principal Police Communications Technician may use this skill when evaluating subordinates' job performance or addressing performance concerns.

**Conflict Resolution:** Skill in addressing problems openly and objectively and bringing substantial conflicts and disagreements into the open with the intention of resolving issues in an unemotional and constructive manner. **Example:** A Principal Police Communications Technician may use this skill when resolving conflicts among subordinates.

**Decisiveness:** Readiness to make decisions, render judgments, take action, or commit oneself. **Example:** A Principal Police Communications Technician may use this ability to make decisions throughout the day.

**Delegation:** Utilizing subordinates effectively; allocating decision making and other responsibilities to the appropriate subordinates. **Example:** A Principal Police Communications Technician may use this ability when a supervisor needs assistance or during a high priority event.

**Dependability:** Fulfilling obligations and acting in a reliable, responsible, and dependable manner. **Example:** A Principal Police Communications Technician may use this ability when assisting subordinates with difficult calls.

**Flexibility:** Ability to be flexible and adjust easily to new changing needs and priorities as a situation evolves. **Example:** A Principal Police Communications Technician may use this ability to ensure responsibilities are performed in a timely manner.

**Judgment and Decision Making:** Developing practical solutions to problems and in making sound decisions using logical reasoning; may involve developing alternative courses of action and selecting the most acceptable course of action and solving a problem when all the necessary facts are not available. **Example:** A Principal Police Communications Technician may use this skill when advising subordinates on unique or unusual calls or circumstances.

**Monitoring:** Monitoring/assessing performance of oneself, other individuals, or organizations to make improvement or take corrective action. **Example:** A Principal Police Communications Technician may use this skill when monitoring call takers and dispatchers.

**Planning and Organizing:** Establishing a course of action for oneself and/or others to accomplish a specific goal. **Example:** A Principal Police Communications Technician may use this ability during shift changes and evaluations.

**Problem Sensitivity:** Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem. **Example:** A Principal Police Communications Technician may use this ability when assigning subordinates to their work areas.

**Quantitative Analysis and Interpretation:** Ability to analyze, interpret, and understand the underlying principles and meaning of numerical data; recognize inconsistencies and errors in reports containing numerical data. **Example:** A Principal Police Communications Technician may use this ability when reviewing meal and break assignments.

**Sensitivity:** Actions that indicate a consideration for the feelings and needs of others. **Example:** A Principal Police Communications Technician may use this ability to prevent confrontation or a hostile work environment.

**Stress Tolerance:** Tendency to withstand pressure and strains and maintain composure under conditions of stress. **Example:** A Principal Police Communications Technician may use this ability to oversee operations during time of high-volume calls or a newsworthy job.

**Written Comprehension:** Ability to understand the information and ideas presented in written English. **Example:** A Principal Police Communications Technician may use this ability to communicate with subordinates, peers, and supervisors.

**Written Expression:** Ability to communicate effectively in written English words and written sentences so that others can understand. **Example:** A Principal Police Communications Technician may use this ability when preparing reports and internal correspondence.

The test may include questions based on materials in effect through August 1, 2024, such as the E-911 Calltakers Guide, Radio Dispatchers Guide, Citywide Guide, and the Calltaker Training Guide. There may also be questions on standards of proper employee ethical conduct, including the provisions of Mayor's Executive Order No. 16 of 1978 as amended.

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 exam.

#### **EXAM SITE ADMISSION:**

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.

**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 and electronic devices with an alphabetic keyboard or with word processing or data recording abilities such as planners, organizers, etc. are **not permitted**. 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 are also not permitted to use on site any medical assistive devices, including those that give notifications or alerts, or that vibrate, without the prior express written authorization of DCAS. You can contact DCAS by email at: [testingaccommodations@dcasnyc.gov](mailto:testingaccommodations@dcasnyc.gov).

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 & Application 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 Self-Service (ESS) at [www.nyc.gov/ess](http://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](http://www.nyc.gov/examsforjobs)
- Submit a written request by email at [OASys@dcas.nyc.gov](mailto: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 multiple-choice test 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](http://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:**

#### **Late Filing:**

Consult **your agency's personnel office** to determine the procedure for filing a late application if you meet one or more of the following conditions:

1. You are absent from work for at least one-half of the application period and cannot apply for reasons such as vacation, sick leave or military duty; or
2. You become eligible after the above application period closed but before the date on which testing is expected to begin.

#### **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. being ordered to military duty; or
2. compulsory attendance before a court or other public body or official having the power to compel attendance; or
3. on-the-job injury or illness caused by municipal employment where you are an officer or employee of the City; or
4. absence from the test within one week after the death of a spouse, domestic partner, parent, parent-in-law, sibling, child or child of a domestic partner where you are an officer or employee of the City; or
5. a clear error for which the Department of Citywide Administrative Services or the examining agency is responsible; or
6. a temporary disability; or
7. pregnancy, childbirth or a related medical condition.

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

### **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.

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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](http://nyc.gov/dcas) and copies are available at the DCAS Computer-based Testing & Application Centers.

The City of New York is an Equal Opportunity Employer.  
Title Code No. 71014; Police Communications Technician Occupational Group.

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