



PROMOTION EXAMINATION

Examination No. and Title	Salary Grade	Salary	Non-Refundable Processing Fee
37-770 Utility Analyst 2 (Telecommunications)	23	\$69,057	\$20

Written Test To Be Held
JANUARY 21, 2017

Applications MUST Be Submitted or Postmarked By
DECEMBER 7, 2016

ONLINE APPLICATION PROCESS AVAILABLE at <http://www.cs.ny.gov/exams>

Promotion examination open to all qualified employees of the New York State Department of Public Service.

MINIMUM QUALIFICATIONS: On or before January 21, 2017, you must be a qualified employee of the New York State Department of Public Service and have had three months of permanent competitive or 55-b/55-c service as a Utility Analyst 1 (Telecommunications) or Utility Analyst 1 (Telecommunications) Trainee 1 or 2.

If you were permanently appointed to a qualifying title on or before October 21, 2016, and have served continuously in this title since that date, you are eligible to file for this examination.

QUALIFYING EXPERIENCE FOR APPOINTMENT FROM THE ELIGIBLE LIST: After one year of service at the journey level of Utility Analyst 1 (Telecommunications) successful candidates will be qualified for appointment from the eligible list.

Important: As the processing fee is non-refundable, verify that you entered the correct examination number and title on your online or paper application prior to submitting. If you apply online, you should immediately review your email confirmation notice to verify that you applied for the correct examination. If you do not receive a confirmation number after submitting your online application, your application was **NOT** received by the Department of Civil Service. **No late applications will be accepted after the filing deadline has passed.**

SUBJECT OF EXAMINATION: There will be a **written test** which you must pass in order to be considered for appointment. The **written test** is designed to test for knowledge, skills, and/or abilities in such areas as:

- Administration** - These questions test for knowledge of the managerial functions involved in directing an organization or an organizational segment. These questions cover such areas as: developing objectives and formulating policies; making decisions based on the context of the administrator's position and authority; forecasting and planning; organizing; developing personnel; coordinating and informing; guiding and leading; testing and evaluating; and budgeting.
- Preparing reports and official documents** - These questions test for the ability to prepare reports and other official documents for use within and among governmental agencies, in legal or regulatory settings, or for dissemination to the public. Some questions test for a knowledge of grammar, usage, punctuation, and sentence structure. Others test for the ability to present information clearly and accurately, to use the proper tone, and to organize paragraphs logically and comprehensibly.
- Cost Analysis related to the operation, maintenance, and construction of the telecommunications network** - These questions test for the knowledge of cost analysis principles and practices associated with the construction, operation and maintenance of a telecommunications network plant, and may include such areas as: plant accounting, depreciation, rate base, maintenance, interconnection, network elements, operational efficiency, cost/benefit analyses, and costing approaches such as TELRIC (Total Element Long Run Incremental Cost), embedded, and incremental cost.
- Supervising a project** - These questions test for the ability to conduct and supervise the activities necessary to achieve the goals and deadlines of a specific project. The questions cover such topics as setting up the project, developing the workplan for the project, assigning and reviewing work, evaluating performance and progress, coordinating phases of the project, handling problems as they arise, and meeting deadlines.

If you pass, your seniority credit(s), if any, will be included in the computation of your final score. Rank on the eligible list will be determined after adding any wartime veterans' credits to your final passing score.

CREDIT FOR SENIORITY: Seniority is credited at the rate of one credit for each five-year period (or fraction thereof), excluding the first year of service.

DUTIES: As a **Utility Analyst 2 (Telecommunications)**, you would be responsible for providing regulatory oversight of the more complex aspects of the telecommunications industry. You will perform the following duties: analyzing service quality performance, reviewing tariffs, resolving consumer complaints, mediating/arbitrating carrier disputes, reviewing construction budgets, performing cost analyses, reviewing mergers/acquisitions, overseeing customer/carrier migrations, performing numbering oversight, reviewing franchises and certifications, performing analyses, developing regulatory responses, and preparing written internal memorandum as well as recommendations to the Public Service Commission (PSC). You would also supervise and train subordinate staff.

Important: The Department of Civil Service and other state agencies may communicate with you through email correspondence. This may include the notification of your examination results and canvassing you for interest in appointment. It will be important for you to keep your email address, phone number and mailing address current by logging into <https://www.cs.ny.gov/home/myaccount>.

HOW TO APPLY:

- Online our Internet address is <http://www.cs.ny.gov/exams>. Click on "Promotion Examinations." NOTE: If you apply online, the non-refundable application processing fee must be paid online via a credit card unless you qualify for a waiver; or
- Download the examination application NYS-APP form at <http://www.cs.ny.gov/announ/applications.cfm>; or
- Email cs.sm.examinfo@cs.ny.gov to request NYS-APP form; or
- Obtain NYS-APP form from a State agency or facility personnel/business office; or
- Request NYS-APP form by calling the Department of Civil Service in the Albany area at 518-457-2487 or toll free at 1-877-697-5627.

The NYS Department of Civil Service reserves the right to reject for lateness or to accept applications filed after the advertised filing period. All statements you make on your application are subject to investigation.

ADDITIONAL INFORMATION

ELIGIBILITY FOR EXAMINATION: To be considered a qualified employee eligible to compete in this examination, you must be employed in, or on leave from, the specified department or agency on a permanent or contingent permanent basis in the competitive class, or in the non-competitive class or labor class if specifically noted on this announcement (or be on an appropriate preferred list), and have the specified time in the specified title or salary grade. You may not compete in a test for a title if you are permanently employed in that title (unless you are still on probation) or in a higher direct line of promotion.

ADMISSION TO EXAMINATION: Notice to appear for the test may be conditional as review of applications may not be made until after the test. If you have not received your notice to appear for the written test three days before the date of the test, call 518-474-6470 in the Albany area or toll free at 1-877-697-5627.

NEW YORK STATE IS AN EQUAL OPPORTUNITY EMPLOYER: It is the policy of the state of New York to provide for and promote equal opportunity in employment, compensation, and other terms and conditions of employment without unlawful discrimination on the basis of age, race, color, religion, disability, national origin, gender, sexual orientation, marital status, domestic violence victim status, genetic predisposition or carrier status, or arrest and/or criminal conviction record unless based upon a bona fide occupational qualification or other exception.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test date, due to a conflict with a religious observance or practice, check the box under "Religious Accommodation." We will make arrangements for you to take the test on a different date (usually the following day).

REASONABLE ACCOMMODATIONS IN TESTING: It is the policy of the Department of Civil Service, in accordance with the New York State Human Rights Law and the Americans with Disabilities Act, to provide qualified persons with disabilities equal employment opportunity and equal opportunity to participate in and receive the benefits, services, programs, and activities of the Department. It is the policy of the Department to provide such persons reasonable accommodations and reasonable modifications as are necessary to provide equal opportunity. Persons with disabilities who require an accommodation to participate in an examination must note this on their application. Further information is available from the Test Administration Unit of the Department of Civil Service. In the Albany area, call 518-457-2487. Outside of the Albany area, call toll free at 1-877-697-5627. For TDD services, call NY Relay at 711 (requires a fee) or 1-800-662-1220.

MULTIPLE EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a written test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this written test, you must notify each of the local jurisdictions no later than two weeks before the test date to make arrangements for taking all tests at one test site. All tests will be held at the state examination center. For your convenience, contact information for all local civil service agencies is available on our website at: <http://www.cs.ny.gov/jobseeker/local.cfm>.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: Do NOT bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site. The use of such devices at the test site in the test room, hallways, restrooms, building, grounds, or other areas could result in your disqualification.