



Kathy M. Sheehan  
Mayor

**Civil Service Commission**  
Michael Cassidy, Chair  
Akosua Yeboah, Vice Chair

Albany City Hall  
24 Eagle Street, Rm 301  
(p) 518-434-5049  
(f) 518-434-5269

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**PLEASE POST CONSPICUOUSLY**

**AN OPEN COMPETITIVE EXAMINATION FOR**  
**TELECOMMUNICATIONS SPECIALIST,**  
**EXAM #60012-540**

**FILING FEE:** EXAM FEES FOR JURISDICTIONS UNDER THE ALBANY MUNICIPAL CIVIL SERVICE COMMISSION HAVE BEEN WAIVED EFFECTIVE JULY 2023.

Individuals who are on military leave or recently discharged from military service are permitted to file for an examination up to ten days prior to the examination.

**TO BE HELD:** **Saturday, February 8, 2025.** Candidates will be notified by email of date, time and location.

**LAST FILING DATE:** Applications must be submitted through **jobs.albanyny.gov** no later than 11:59 p.m. on Friday, January 3, 2025.

Computers are available for use in the Human Resources Office at City Hall, Monday to Friday between the hours of 8:30 a.m. and 5:00 p.m.

Individuals who are on military leave or recently discharged from military service are permitted to file for an examination up to ten days prior to the examination.

**VACANCY:** List will be used to fill future vacancies as they occur in the jurisdictions covered by the City of Albany Civil Service Commission.

**SALARY RANGE:** \$46,377 annually at entry level, up to \$54,230 annually after four years of service  
Annual Enhanced Medical Dispatching stipend of \$3,000 contingent on possession of valid certification

**DUTIES OF THE POSITION:** The work of a Telecommunications Specialist involves: receiving emergency calls requesting police, fire and emergency medical services, as well as non-emergency calls for service and requests for information. Incumbent dispatches the appropriate personnel and equipment from the police and/or fire department in response to emergency and non-emergency requests for service. The incumbent sends and receives teletypes and information on the New York State Police Information Network (NYSPIN) system computer. This work is performed under general and/or direct supervision and in accordance with specific operating procedures.

**MINIMUM QUALIFICATIONS:** Candidates must meet the following qualification by the date of the examination:

Graduation from high school or possession of a high school equivalency diploma.

**NOTE:** Shift work is required to provide coverage 24 hours/day, 7 days/week.

**SPECIAL NOTE:** A candidate for employment must successfully pass a complete background check including fingerprint processing

## GENERAL INSTRUCTIONS TO APPLICANTS

### #1 AGE LIMITS:

Unless otherwise specified in the examination announcement, there are no age restrictions. However there may be statutory restrictions on your employment if you are under 40 or over 70 years of age.

### #2 APPLICATIONS:

Applications can be submitted by visiting [jobs.albanyny.gov/exams](http://jobs.albanyny.gov/exams)

A standard application must be submitted for each examination. The applicant should be certain that every question is answered and that the application is complete in all respects, including the title of the examination.

### #3 VETERAN'S CREDITS:

For the purpose of claiming veteran's credits on a civil service examination, an applicant must have been honorably discharged or released under honorable circumstances after serving on active duty with the armed forces of the United States during time of war. Disabled and non-disabled veterans who establish eligibility for additional credits and are successful in the examination are entitled to have 10 and 5 points, respectively, (5 and 2.5 points in the case of promotional examinations) added to their earned scores, provided they have not used such credits to obtain permanent appointment or promotion. Veterans may determine to waive the use of their credits at any time up to the time of permanent appointment or promotion.

### #4 TRANSCRIPTS:

Whenever college transcripts or diplomas are requested, they should be submitted with the application for the examination or as soon thereafter as possible BEFORE the examination.

### #5 ADMISSIONS TO EXAMINATION:

The Commission does not acknowledge receipt of applications but all applicants are notified of the disposition of their applications. Approved candidates will be notified at least four days in advance of the place, date and hour of the examination. Applicants who have not received notice by this deadline should contact the office of the Commission.

Every candidate should bring his or her notice to appear, social security number and photo ID to the examination. Do not interpret a notice to appear for, or an actual participation in, the examination to mean that you have been found to meet fully the announced requirements. Applicants are admitted to the examination on the basis of statements made in the application. These statements may not be verified

until after the examination has been held. Those candidates not meeting the requirements are disqualified at that time.

Inquiries may be made as to character and ability of candidates. All statements made by candidates in their applications are subject to verification.

### #6 SATURDAY SABBATH OBSERVERS & HANDICAPPED PERSONS:

If special arrangements for testing are required, indicate this on your application form.

### #7 RATINGS REQUIRED:

This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of New York State Civil Service Law, rules and regulations dealing with the preparation and rating of examinations, will apply to this examination.

### #8 MEDICAL EXAMINATIONS:

Candidates may be required to have a medical examination to determine if they are physically capable of performing the duties of the position.

### #9 ELIGIBLE LISTS:

Eligible lists are established for a minimum duration of one year but may be extended by the Commission before expiration, for a total of no more than four years.

Changing conditions may make it necessary to certify to future vacancies at higher or lower salaries than those originally announced.

### #10 CHILDREN OF POLICE/FIREFIGHTERS KILLED ON DUTY CREDITS:

In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

## **SCOPE OF THE EXAMINATION**

A test designed to evaluate knowledge, skills and /or abilities in the following areas.

### **Coding/decoding information**

These questions test for the ability to follow a set of coding rules. Some questions will require you to code information by converting certain information into letters or numbers. Other questions will require you to decode information by determining if the information that has already been converted into letters or numbers is correct. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

### **Name and number checking**

These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

### **Understanding and interpreting written material**

These questions test for the ability to understand and interpret written material. You will be presented with brief reading passages and will be asked questions about the passages. You should base your answers to the questions only on what is presented in the passages and not on what you may happen to know about the topic.

### **Following directions (maps)**

These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

### **Retaining and comprehending spoken information from calls for emergency services**

These questions test for your ability to retain specific information that is heard in calls for emergency service, such as a street address, or to comprehend spoken information from emergency service calls, such as determining the location of a site in relation to landmarks. Simulated 911 calls will be played via MP3 download. Immediately following each call, candidates are given audio instructions identifying which questions they are to answer within the test booklet. The questions that candidates are directed to answer for each simulated call will not be in sequential order. Candidates will need to retain and comprehend the information and instruction provided in this portion of the test to respond appropriately to the questions asked and to determine which questions to answer. The time allotted to answer these questions will be limited. At the end of each answer period, the MP3 download will automatically play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

### **Test guide:**

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at: <https://www.cs.ny.gov/testing/testguides.cfm>.

**THE USE OF CALCULATORS IS RECOMMENDED:** Candidates are permitted to use a quiet hand-held, solar or battery powered calculator. Devices with typewriter keyboards such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries and any similar devices are prohibited. **YOU MAY NOT BRING HIGHLIGHTERS, FIREARMS, BOOKS OR OTHER REFERENCE MATERIAL TO THE TEST.**

**PERFORMANCE TEST:** A performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. The City reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies. The test will be administered on a conventional personal computer (PC). You will use a conventional PC keyboard, but you will not be using a mouse.

**SUBJECT:** The test consists of three parts, each preceded by a separate practice session. It will test your ability to enter the kinds of information that dispatchers and related personnel must process for fire, police, and emergency medical services. You will not need any specific information prior to the test; rather, complete on-screen instructions will tell you all that you need to know in order to take the test. In order to pass, you must enter the data at a rate of at least 6,000 keystrokes per hour (which is equal to typing approximately 20 words per minute), with an accuracy rate of at least 97.5%.

**PERFORMANCE TEST RETEST POLICY:** Candidates who fail the performance test will be permitted a retest that will be given on the same day as the original performance test. Only one retest is permitted.

**CROSS-FILER STATEMENT:** If you have applied for other civil service examinations for employment with New York State or any other local government jurisdiction, you must make arrangements to take all the examinations at one test site.

If you have applied for both State and local government examinations, you must notify the City of Albany of your intent to take both a State and a local government examination. When taking both a State and a local government examination you will be required to take all your examinations at a State examination center. You will be advised by letter when and where to report for your examinations.

If you have applied for other local government examinations, call or write to each Civil Service agency to make arrangements. You must make your request for these arrangements no later than 14 days before the date of the examination. You must notify all local government Civil Service agencies with which you have filed an application of the site where you wish to take your examinations. A cross-filer application must be completed for City of Albany examinations.

**VETERAN'S CREDIT:** Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit with their application for examination or at any time between the dates of their application for examination and within two weeks of the examination date. Veteran's credits can only be added to a passing score on the examination.

Effective January 1, 1998, the State Constitution was amended to permit a candidate currently in the armed forces to apply for and be conditionally granted veteran's credit in examinations. Any candidate who applies for such credit must provide proof of military status to receive the conditional credit. **No credit may be granted after the establishment of the list.** It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions in order to be certified at a score including veteran's credits.

Veterans or disabled veterans who are eligible for additional credit must submit an application for veteran's credit and a DD-214 with their application by the last filing date of the examination. Applications for veteran's credit are available from this office by emailing [Civilservice@AlbanyNy.Gov](mailto:Civilservice@AlbanyNy.Gov) and on the "Info on Taking Exams" tab of the website. If you are claiming Veterans Credits, you must indicate it within the online exam application, answer all questions accurately and completely, submit an application and a DD-214 form. Candidates who are currently serving in the Armed Forces of the United States on a full-time active duty basis (other than active duty for training) may file for Veterans Credits by providing documentation of active duty status.

Veterans Credits will not be added after the establishment of an eligible list unless the candidate has submitted an application for credit and supporting documentation by the last filing date of the examination and a scoring error has been made. If an error has been made, you must notify our office in writing no later than 30 days after receiving your score.

If you are claiming credits as a disabled veteran, the United States Department of Veterans Affairs must also certify that you were disabled in the actual performance of duty in a war, that the disability is rated at ten percent or more, and that the disability existed at the time of application for appointment or promotion. In addition to the proof above, applicants must also submit a "Veterans Disability Records Release" form.

All requests for Veterans Credits must be verified and all statements you make in support of your claim for Veterans Credits are subject to investigation and substantiation by the City of Albany Civil Service Office. In the event of subsequent discovery of any material misstatement or fraud in your claim, your appointment may be rescinded and you may be disqualified from further appointment to any position on which you have been granted additional credits.

Effective January 1, 2014, additional Veterans Credits may be granted to veterans who (1) used non-disabled Veterans Credits to obtain a civil service appointment or promotion with New York State or a local government, and (2) were certified by the US Department of Veterans Affairs as having a service connected disability rated at 10% or more after that civil service appointment.

**FINGERPRINTING REQUIREMENT FOR APPOINTMENT TO CERTAIN POSITIONS:** If appointed on or after September 1, 2013, employees of the Police Department who have access to unencrypted Criminal Justice Information System (CJIS) shall be subject to a state and national fingerprint-based background check for the purpose of a criminal history check.

