



## Office of Information Technology Services

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### Recruitment Frequently Asked Questions (FAQs)

ITS is in the midst of a consolidated recruitment effort to fill vacancies throughout the agency. We implemented this new process to fill multiple vacancies through the efficient use of eligible lists and generic vacancy announcements. We have recently canvassed a number of eligible lists and issued related postings on StateJobsNY. The following FAQs are provided in response to questions we received. If you have any additional questions, please email [human.resources@its.ny.gov](mailto:human.resources@its.ny.gov).

#### GENERAL

**Q: What titles are included in the consolidated recruitment process?**

**A:** Currently, consolidated postings apply to the IT series SG 14-29, the Project Manager series through SG-29, and the Business Systems Analyst series. This is subject to change based on the number of vacancies anticipated in a specific title.

**Q: Does consolidated recruitment mean that anyone who applies to the posting has a chance to be selected for the position, and that people on the list won't be considered?**

**A:** No. Vacancies are posted and canvassed and can be filled via an eligible list (regular, LERT, or Selective Cert) appointment, reinstatement, line change (item number change within same title/grade within the agency), or transfer. All qualified, interested candidates replying to postings *and* canvasses are forwarded to hiring managers for consideration. Managers can choose to interview candidates from the posting and canvass responses and may select a candidate from either source.

**Q: What is the difference between a regular eligible list, LERT and Selective Certification?**

**A:**

- *Regular eligible list:* is a list of eligible candidates generated, in score order, following an examination.
- *LERT:* is a continuous recruitment Open/Competitive list used to fill G-14 and G-18 IT titles, with a candidate pool generated from a profile asking for specific skills, education, certifications, etc. Scores are generated based on how the candidate's credentials and experience match the profile.
- *Selective Certification:* is used as part of the upper-level IT and attorney promotional exams. Candidates are scored based on the examination results and a regular eligible list is generated in score order. Following the examination, candidates who passed the exam are given opportunity to complete a questionnaire regarding their education, skills, and experience. A filtered eligible list can be generated based on a completed profile indicating specific skills, education, certifications, etc., that are required for the position. The profile is matched against questionnaire responses and candidates from the regular eligible list matching the profile are filtered onto a selective certification list, in the same score order from the regular eligible list.
- For LERTs and Selective Certification, the candidates must satisfy the position profile in addition to the minimum qualifications outlined on the examination announcement for that title.

Note: The rule of three (the legal provision that appointments must be made from among the three highest ranking candidates on an open-competitive or promotion eligible list who are willing to accept the position) applies to all of the above.

**Q: What is a transfer?**

**A:** The Civil Service Law defines three different kinds of transfers:

- **Section 70.1** allows transfer **without further examination** from one title to another when a sufficient degree of similarity exists between the minimum qualifications, tests and/or duties of the specific titles involved. The appropriateness of transfer is decided by the Department of Civil Service on a title-by-title basis at the request of personnel offices of state agencies. This section of the law also allows employees to transfer to another agency in the same title.
- **Section 70.4** allows transfer to a title which is not similar, but where the employee meets the qualifications for the title. Usually the **employee must pass an examination open to the public** for the title before transfer can be approved.
- **Section 52.6** allows transfer between administrative titles at the same or similar salary grade. Administrative titles are those involving law, personnel, budgeting, methods and procedures, management, records analysis or administrative research.

Generally, you must have had at least one year of permanent competitive service in your current title and your current salary grade, and the transfer can be to the same or any lower salary grade, but cannot be to a title more than two salary grades (or one M grade) **higher** than your current title. Consecutive transfers cannot result in an increase of more than two salary grades or more than one M-level. If you are currently serving probation, you may be eligible to transfer.

Transfers may not be approved if mandatory re-employment lists exist for the title to which transfer is sought.

**Q: Does the rule of three apply to LERTs and Selective Certs?**

**A:** Yes. The rule of three always applies for regular eligible list, LERT, and Selective Cert appointments.

## **POSTINGS**

**Q: What titles does the consolidated recruitment process apply to?**

**A:** Currently, consolidated postings apply to the IT series SG14-29, the Project Manager series through SG-29, and the Business Systems Analyst series. This is subject to change based on the number of vacancies anticipated in a specific title.

**Q: Does consolidated recruitment mean that anyone who applies to the posting has a chance to be selected for the position and that people on the list won't be considered?**

**A:** No. Vacancies can be filled via an eligible list (regular, LERT, or Selective Cert) appointment, reinstatement, or transfer. All qualified, interested candidates replying to postings *and* canvasses are forwarded to hiring managers for consideration. Managers can choose to interview candidates from the posting and canvass responses and may select a candidate from either source.

**Q: Where are the postings listed?**

**A:** All ITS vacancy postings can be found on StateJobsNY at: <https://statejobsny.com/employees/vacancyTable.cfm?searchResults=Yes&Keywords=&title=&AgID=12&minDate=&maxDate=&employmentType=&grade=&SalMin=>. Additional information

on recruitment is available on the Vacancy and Examination Information page within the Employee Center/HR Corner portion of Inside Edge.

**Q: Do I have to re-apply to a posting on a quarterly basis?**

**A:** Yes.

**Q: I have seen ITS employees transferred to other locations and have not seen corresponding postings. Am I missing a resource?**

**A:** Employees may be re-assigned based on operational need, without an associated recruitment effort. Additionally, some Management/Confidential positions may be filled without posting.

**Q: Why are specific locations not listed on the postings for multiple positions?**

**A:** Since there are a number of vacancies throughout the agency that will occur during a quarter, specific opportunities are not listed on the postings. The candidate interest survey allows candidates to select the title(s), SG, functional area and location(s) of interest. ITS HR will forward candidates who meet the minimum qualifications on the posting to hiring managers whose vacancies meet the selected criteria throughout the quarter.

**Q: Is one resume enough to apply for multiple opportunities?**

**A:** Yes, resumes will be managed electronically and copies will be sent to multiple hiring managers.

**Q: I returned canvass letters with a resume. Do I also need to respond to a posting?**

**A:** If you are interested in and qualified for a transfer, line change, 55 b/c appointment or reinstatement to the posted title, then yes, you would need to respond to the posting to be considered for one of these options of appointment. Applicants only need to send one resume, cover letter, and candidate response sheet per title series posting.

Candidates reachable on the appropriate eligible list will be considered through canvass. For the IT titles, that will vary based on canvass results for general list versus position-specific recruitment/Selective Certifications. Candidates will need to respond to every canvass letter they receive.

Some candidates may not have a reachable score on an eligible list certification for a particular title, location, and shift, but could be eligible for appointment via transfer. If you meet the minimum qualifications as stated on a vacancy posting and are interested in being considered for opportunities in that title, you are encouraged to apply.

**Q: Why does the Info Tech Spec 3 vacancy posting have a minimum requirement of a grade 21? Why are employees in grade 18 titles not eligible to apply?**

**A:** Postings are intended to recruit candidates eligible for transfer, line change, 55 b/c appointment or reinstatement; eligible list candidates are considered separately. A G-18 cannot transfer to a G-23 under Civil Service Law and would need to be reachable on the appropriate eligible list.

## **CANVASSES**

**Q: Are canvasses sent via regular mail or email? If mailed, are they sent to home or work address?**

**A:** Currently, eligible list canvasses are mailed to whatever address the employee has on record with the Department of Civil Service (the address used when the employee signed up for the exam). For IT positions SG-23 and above, ITS was recently approved to begin email canvassing, so in the future they will be emailed to the email address the Department of Civil Service has on record.

If you are on these lists and receive an email canvass, specific instructions will be provided within the email you receive. **Please read the email canvasses carefully.** To avoid processing delays, reply directly to the email address you receive the canvass from, indicating your response preference. Do **not** change the subject line of the email. If replying as interested in the opportunity described, please remember to attach your cover letter and resume.

Be sure to respond to **every** canvass you receive to ensure you remain active on the eligible list.

To ensure you receive all related email communications:

- Keep your email address current with Civil Service. If you need to change your email address, log into <https://www.cs.ny.gov/home/myaccount>. Be especially careful when using a State email address. Remember to change it if you change agencies or if your agency name or email address conventions change.
- Check your emails on a regular basis as you will have only seven *calendar* days to respond by email to an email canvass.
- Check your Spam and Junk Email folders on a regular basis for canvass letter emails from state agencies.
- Continue to keep your phone number and mailing address current, as well, by logging in as described above. You may also receive canvasses by telephone or by letter. Again, read each canvass carefully and follow the instructions for replying.

If you use your State email address for this purpose, please be sure to activate your out-of-office assistant during extended absences.

**Q: Are there any safeguards in place to prevent candidates from being removed from the list when canvasses are lost in the mail or sent to spam filter?**

**A:** There are safeguards, however candidates should periodically check My ELMS to ensure active status. Candidates are responsible for ensuring their mailing and email addresses on file with Civil Service are current. Also, please be sure to check your email settings to ensure that [HR.emailcanvass@its.ny.gov](mailto:HR.emailcanvass@its.ny.gov), [HR.Recruitment@its.ny.gov](mailto:HR.Recruitment@its.ny.gov), [HR.RecruitmentA@its.ny.gov](mailto:HR.RecruitmentA@its.ny.gov), and [HR.RecruitmentB@its.ny.gov](mailto:HR.RecruitmentB@its.ny.gov) are all trusted senders.

**Q: How do I get on the canvass list?**

**A:** You must apply for, take, and pass a Civil Service examination. Canvass lists, or eligible lists, are established following the administration and scoring of a Civil Service examination. To review examinations for which you may be eligible, please visit the Job Seeker sections on the Civil Service website at: <http://www.cs.ny.gov/jobseeker/public/index.cfm> . More information can be found on the Vacancy and Examination Information portion of the HR Corner on Inside Edge.

**Q: If canvasses are used to fill multiple positions, what is the best way to respond?**

**A:** If interested in being considered for positions in the title and location specified on the canvass letter, check the option “Yes, I am interested.” If, when contacted for an interview, you are not interested in a particular opportunity, you can ask to be considered “Inactive for Canvass (IC)” for that particular position and you will remain active for other opportunities.

**Q: What happens if I don’t return a canvass letter?**

**A:** If you fail to return a canvass letter, you may miss out on future opportunities within the agency for that title and location, which, depending on title, may impact both the general eligible list, as well as selective certification.

**Q: How do I ensure I am active on an eligible list?**

**A:** Check your eligible list status by signing into My ELMS at <http://www.cs.ny.gov/elmspublic/>. If you are not sure if you are active for a particular location due to a failure to respond to a previous canvass, contact the Department of Civil Service at (518) 457-4295.

**Q: If I am unable to return a canvass timely, what should I do?**

**A:** Return it as soon as you can. It will be coded as a late reply and you will remain active on the list, unless the eligible list certification has expired and been closed out, in which case you will need to contact Civil Service to be reactivated on the list.

**Q: How do I reactivate myself on a list?**

**A:** If you have questions regarding your status on any of your lists displayed in ELMS Online, or if you require additional information on any of the topics covered in the FAQs, please call the Eligible List Information Line at (518) 457-4295. To report a name and/or address change, to reactivate your name on a list, or to be considered for additional locations, you can update on ELMS Online at: <https://www.cs.ny.gov/elmspublic/main/lists.cfm>, or write to: Staffing Support Unit, NYS Department of Civil Service, Albany, NY 12239.

## **SELECTIVE CERTIFICATION**

**Q: I didn't submit a selective certification questionnaire response to Civil Service. Does this eliminate me from consideration?**

**A:** No, you will still be considered for positions filled through the regular eligible list. However, you will not be considered through selective certification.

**Q: How can I submit a selective certification questionnaire or update my selections?**

**A:** Civil Service will contact all active candidates on the eligible list approximately every 6 months to submit or update selections. Candidates received an email notice from Civil Service with instructions on how to update their questionnaire responses. The current update period ends on December 31, 2015.