NEW YORK STATE OF OPPORTUNITY. | Office of Information Technology Services

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Recruitment Frequently Asked Questions (FAQs)

Due to the volume of recruitment within ITS, we have implemented a consolidated recruitment process for our most frequently needed positions: IT series SG14-29, the Project Manager series through SG29, and the Business Systems Analyst series. This means, rather than individual postings for each job opportunity, we continuously canvass a number of eligible lists and issue consolidated postings on StateJobsNY for these titles to fill multiple positions throughout ITS, within designated periods. 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. Benefits of this process:

- ✓ Candidates don't have to check for opportunities as often, and only have to submit one resume for multiple positions.
- ✓ Resumes are automatically forwarded for consideration to all hiring managers for the titles/SG/locations of interest within the quarter.
- ✓ Streamlined administration of recruitment activities.

The following FAQs are provided in response to questions we regularly receive related to the consolidated recruitment process. If you have any additional questions, please email human.resources@its.ny.gov with the subject line *ITS Postings*.

GENERAL

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

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 are posted to obtain candidates interested in transfer, reinstatement, 55 b/c appointment or line change (item number change within same title/grade within the agency). The appropriate eligible lists are also canvassed to obtain interested candidates from the eligible list. For this reason, candidates who are on the eligible list, but not eligible for transfer, reinstatement, 55 b/c appointment or line change need not apply to the posting.

For example: Employees in salary grade 18 positions whose highest permanent competitive service is at that level may appear on the appropriate grade 23 eligible lists and would receive a canvass letter if their score was anticipated to be reachable, but would not apply to the vacancy posting.

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 SG-14 and SG-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 (SG23 and above), 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.

Notes:
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.

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 not 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/VACANCY ANNOUNCEMENTS

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 the consolidated postings for each posting period?

A: Yes, to ensure we have current resume and interest information.

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. Occasionally, some Management/Confidential positions may be filled without posting.

Q: Is one resume/cover letter enough to apply for multiple opportunities? If so, how do I tailor my resume/cover letter for multiple positions?

A: Yes, resumes will be managed electronically and copies submitted by qualified candidates will be sent to multiple hiring managers, based on survey responses. You should include all of your skills/qualifications on your resume/cover letter applicable to the titles you are applying to. If you need assistance with writing your cover letter/resume, please contact ITS-HR at human.resources@its.ny.gov.

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 survey response per quarter.

Candidates reachable on the appropriate eligible list will be considered through an email or regular 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, SG-23 vacancy posting have a minimum requirement of a grade 21?

A: While there are no SG-21 titles within ITS, there are other statewide SG-21 titles that would be eligible for 52.6 transfer to the ITS 3.

Q: Why are employees in grade 18 titles not eligible to apply?

A: A SG-18 cannot transfer to a SG-23 under Civil Service Law and would need to be reachable on the appropriate eligible list to be considered. Postings are intended to recruit candidates eligible for transfer, line change, 55 b/c appointment or reinstatement; eligible list candidates are considered separately via canvass. Eligible list results are provided to the hiring manager in addition to qualified posting responses.

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 they are 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 are provided within the email you receive. ***Please read the email canvass 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 at https://www.cs.ny.gov/elmspublic/ to ensure active status. Candidates are responsible for ensuring their mailing and email addresses on file with Civil Service are current. Email canvasses are sent by ITS Human Resources staff email boxes, and include **email canvass** in the subject line. Please check your junk mail folder and adjust your email settings as needed.

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 . Office of IT Services employees

may access additional information 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 be removed from the list and 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 took the ITS promotion exams and am on the list, but 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 most recent update period ended on June 30, 2016. As a reminder, candidates' questionnaire responses are confidential, as they are part of the exam process, and cannot be shared or discussed.