



PROMOTION EXAMINATION

Examination No. & Title	Salary Grade	Beginning Salary	Non-Refundable Processing Fee (Waivers Available)
31-288020 Manager Information Technology Services 1	27/M-2	\$106,898^(PEF)/ \$103,870^(MC) \$104,189^(Thruway)	\$0
31-289020 Manager Information Technology Services 1 (Data Communications)	27	\$106,898^(PEF)/ \$104,189^(Thruway)	\$0
31-290020 Manager Information Technology Services 1 (Database)	27/M-2	\$106,898^(PEF)/ \$103,870^(MC)	\$0
31-291020 Manager Information Technology Services 1 (Operations)	27	\$106,898	\$0
31-292020 Manager Information Technology Services 1 (Systems Programming)	27	\$106,898	\$0
31-293020 Manager Information Technology Services 1 (Technical)	27	\$106,898^(PEF)/ \$104,189^(Thruway)	\$0

**Multiple-Choice Test
To Be Held:
JANUARY 10, 2026****

**Applications MUST Be
Submitted Online By:
NOVEMBER 26, 2025**

****Due to the size of the candidate population for this test date, you may be assigned to Saturday, January 10, 2026, Sunday, January 11, 2026, Saturday, January 17, 2026, Sunday, January 18, 2026, Saturday, January 24, 2026, or Sunday, January 25, 2026, to take your test. Your admission notice will tell you where and when you are scheduled to appear. You cannot request a day or time in advance or change your scheduled day or time. If you do not receive your admission notice by January 7, 2026, see "ADMISSION TO EXAMINATION" on the last page. If you are viewing this announcement online, it is recommended you print a copy of this announcement for future reference. It is also recommended that you read this announcement in its entirety.**

ONLINE APPLICATION PROCESS ONLY at <https://www.cs.ny.gov/jobseeker>

Due to current testing space limitations, candidates may need to travel to a test site to take this examination. Candidates will be notified of their test site location on their admission notice.

Interdepartmental promotion examination open to all qualified employees of New York State.

For Promotion in State Departments, Facilities, and Agencies

1. Within Promotion Units 2. Within Entire Departments 3. To Other Departments

Minimum Qualifications: On or before January 10, 2026, you must be a qualified employee of New York State and have had 45 days of permanent competitive, non-competitive NY HELPS***, or 55-b/55-c service as a Chief Computer Operator, Information Technology Specialist 3, Information Technology Specialist 3 (Data Communications), Information Technology Specialist 3 (Database), Information Technology Specialist 3 (Programming), Information Technology Specialist 3 (Systems Programming), Information Technology Specialist 4, Information Technology Specialist 4 (Data Communications), Information Technology Specialist 4 (Database), Information Technology Specialist 4 (Operations), or Information Technology Specialist 4 (Systems Programming). If you have received a permanent appointment to a qualifying title and served provisionally**** in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the time in title required for this examination.

Only the title or titles listed are qualifying.

If you were permanently appointed to a qualifying title on or before November 26, 2025, and have served continuously in this title since that date, you are eligible to file for this examination.

****If you were permanently appointed via the New York Hiring for Emergency Limited Placement Statewide (NY HELPS) program to a qualifying title in the non-competitive class on or before November 26, 2025, and have served continuously in this title since that date, you may apply for this examination.*

*****If you were permanently appointed to a qualifying title and had provisional service in the same title immediately preceding the permanent appointment, such provisional service may be counted towards meeting the time in title required to apply for this examination. Your provisional appointment must have been on or before November 26, 2025, to qualify for this examination.*

Qualifying Experience For Appointment From The Eligible List: After one year of service described in the Minimum Qualifications, successful candidates will be qualified for appointment from the eligible list.

Employees appointed to a non-competitive position via the NY HELPS program to a qualifying title in the non-competitive class will have their names restricted from appointment from the eligible list until their position is covered-in to the competitive class by action of the New York State Civil Service Commission or otherwise obtain permanent competitive status in the position.

If you have received a permanent appointment to a qualifying title listed and served provisionally in that title immediately preceding your permanent appointment, such provisional service may be counted towards meeting the one year time in title required for appointment from the eligible list.

Duties: As a **Manager Information Technology Services 1**, you would plan, direct and coordinate systems analysis, design, application program development, maintenance, implementation and quality assurance activities.

As a **Manager Information Technology Services 1 (Data Communications)**, you would plan, direct, and coordinate data communications activities including network design, analysis, capacity planning, installation, monitoring and maintenance.

As a **Manager Information Technology Services 1 (Database)**, you would plan, direct, and coordinate database design, development, installation and maintenance activities.

As a **Manager Information Technology Services 1 (Operations)**, you would plan, direct, and coordinate computer operations activities including all data processing hardware and peripheral equipment operation.

As a **Manager Information Technology Services 1 (Systems Programming)**, you would plan, direct, and coordinate systems programming activities including the design, development, acquisition, modification, installation and maintenance of system software.

As a **Manager Information Technology Services 1 (Technical)**, you would plan, direct, and coordinate activities in any combination of two or more of the Information Resource Management (IRM) technical specialties. The specialties include database, data communications, operations and systems programming.

Subject of Examination: To be considered for appointment to this title, you must pass the **multiple-choice test**. The **multiple-choice test** evaluates your knowledge, skills, and/or abilities in the following areas:

1. **Systems analysis and design** - These questions test for techniques and concepts of computer systems analysis and design. They cover such subjects as feasibility and applications studies, systems development tools and software, the systems life cycle, types of systems (e.g., client/server, Web-based), controls, and systems documentation, testing, and implementation.
2. **Understanding and interpreting tabular material** - These questions test your ability to understand, analyze, and use the internal logic of data presented in tabular form. You may be asked to perform tasks such as completing tables, drawing conclusions from them, analyzing data trends or interrelationships, and revising or combining data sets. The concepts of rate, ratio, and proportion are tested. Mathematical operations are simple, and computational speed is not a major factor in the test. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.

Subject of Examination (Continued):

3. **Logical reasoning using flowcharts** - These questions test for ability to reason logically by solving problems involving given variables expressed in flowcharts and accompanying information. All information needed to answer the questions is included within the flowcharts and the accompanying information. Prior knowledge of flowchart conventions is necessary to answer these questions.
4. **Understanding and applying administrative principles** - These questions test for knowledge of how to effectively manage and direct an organization or an organizational segment. These questions cover such areas as developing objectives, formulating policies, making decisions, forecasting and planning, developing personnel, organizing and coordinating work, communicating information, providing leadership, and delegating authority and responsibility.
5. **Analyzing and evaluating information** - These questions test for the ability to analyze, interpret, and draw reasonable conclusions from information presented in text, data, images or symbols. This may involve identifying a significant problem or issue; focusing on relevant data and text; identifying trends, relationships, and significant features; assessing relevant alternatives; suggesting or evaluating possible conclusions; and applying logical principles to information provided. **You should bring with you a hand-held battery- or solar-powered calculator for use on this test.** You will **not** be permitted to use the **calculator** function of your **cell phone**.
6. **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.

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

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.

Selective Certification of the Eligible List: All candidates who meet the minimum qualifications and pass the examination will have their names included on the general eligible list.

Agencies will have two options to fill vacancies from the eligible list. One option will be a certification of the general eligible list. Or, if it is determined that specific education and experience beyond the minimum qualifications are required for a position, agencies can utilize a **selective certification** of the eligible list. A selective certification filters the general eligible list by the specific education and experience required for the position based upon eligible candidates' education and experience as indicated on a supplemental **online skills inventory questionnaire**. A **selective certification** will contain only the names of eligible candidates who meet the specialized requirements.

Candidates who complete the application can access the **online skills inventory questionnaire** in the examination dashboard found here: www.cs.ny.gov/dashboards/secure/upper-level-IT-series-sg27.

Candidates can complete an **online skills inventory questionnaire** to report their relevant education and experience in order to qualify for positions filled through selective certification. The online skills inventory questionnaire is NOT SCORED and is subject to verification by the hiring agency. Names of candidates who pass the examination, but do not complete the online skills inventory questionnaire, will appear only on the general eligible list and will not be considered for positions filled through the selective certification process.

Skills Inventory Update Policy: Qualified candidates may submit an update to their online skills inventory questionnaire at any time. Updated responses will be made available in the selective certification system on a periodic basis.

Admission To The Test: If approved for a multiple-choice test, you will receive an admission notice which will indicate your assigned test date and the way your test will be administered. Your test may be administered with paper and pencil or online at a state test site. **You cannot request to change your scheduled day or request a specific type of test administration.**

Applicants are required to have a Personal NY.gov account and keep their email address up to date. The Department of Civil Service and other state agencies will communicate with you through email correspondence. This may include notification of your application status, your test arrangements, 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>.

Manager Information Technology Services 1	-4-	No. 31-288020
Manager Information Technology Services 1 (Data Communications)		No. 31-289020
Manager Information Technology Services 1 (Database)		No. 31-290020
Manager Information Technology Services 1 (Operations)		No. 31-291020
Manager Information Technology Services 1 (Systems Programming)		No. 31-292020
Manager Information Technology Services 1 (Technical)		No. 31-293020

How To Apply: You will need a **personal** NY.gov ID to apply for these examinations. If you do not have a **personal** NY.gov account, please [create an account](#).

This examination uses a "Dashboard" to serve as a navigation tool to guide you through the application process and allow you to access the online Skills Inventory Questionnaire. The Dashboard is found here: www.cs.ny.gov/dashboards/secure/upper-level-IT-series-sg27.

To begin, complete and submit the online examination application on or before **11:59 p.m. EST, November 26, 2025**. Once your application has been submitted, **return to the dashboard and complete the online skills inventory questionnaire**.

Online our Internet address is <http://www.cs.ny.gov/jobseeker>.

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

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 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, veteran or military service member status, marital status, domestic violence victim status, genetic predisposition or carrier status, arrest and/or criminal conviction record, or any other category protected by law, unless based upon a bona fide occupational qualification or other exception.

RELIGIOUS ACCOMMODATION: Most multiple-choice 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 Accommodation Unit of the Department of Civil Service at Testaccommodation@cs.ny.gov.

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 multiple-choice test three days before the date of the test, email us at AdmissionNotices@cs.ny.gov. Please provide your first and last name, address, and the last four digits of your social security number, and we will provide you with the information you need to attend your multiple-choice test. If you have an issue other than not receiving your admission notice, please contact our office at (518) 474-6470 in the Albany area or toll free at 1-877-697-5627. Please leave a clear concise message and provide your first and last name, last four digits of your social security number and a daytime phone number.

TAKING STATE AND LOCAL EXAMINATIONS SCHEDULED FOR THE SAME DAY: If you have applied to take a multiple-choice test announced by either one or several local jurisdictions (county, town, city) scheduled to be held on the same test date as this multiple-choice 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>.

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.

CELL PHONES OR ELECTRONIC/COMMUNICATION DEVICES AT THE TEST SITE: The use of cell phones, beepers, headphones, or any electronic or other communication devices at your personal testing site or in the test room, hallways, restrooms, building, grounds, or other areas, except as expressly authorized by the Department of Civil Service, could result in your disqualification.