

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 2
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG18 (\$65,001 - \$82,656)*

* Base salary will include an additional \$3,400 per year in downstate adjustment location pay.

MINIMUM QUALIFICATIONS:**Current NYS Employees:**

Eligible under the 55 b/c program, or eligible to transfer to this title under Section 52.6 and/or 70.1 of the Civil Service Law. Candidates reachable on the eligible list for this title will be canvassed and do not need to apply.

NY HELPS:

This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS). For the duration of the NY HELPS Program, this title maybe filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply. At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded with all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

Non-Competitive Minimum Qualifications:

A bachelor's or higher-level degree including or supplemented by 15 semester credit hours in computer science;

OR

A bachelor's or higher-level degree in any field and one year of experience in information technology;

OR

60 semester credit hours including or supplemented by 15 semester credit hours in computer science and one year of professional experience in information technology;

OR

Two years of professional experience in information technology.

PREFERRED QUALIFICATIONS:

- Strong interpersonal, written and oral communication skills.
- Ability to work with minimal supervision.
- Customer service experience.
- Strong organizational skills and attention to detail.
- Experience installing, testing and troubleshooting computer hardware.

JOB SUMMARY:

This position will be a member of the Desktop Support NYC team in the IT Client Services section, which is responsible for customer support, desktop and software support, asset inventory tracking and participating in enterprise-wide software and hardware initiatives.

DUTIES:

- Provide timely second-level hardware and software support to agency employees both at 28 Liberty and the downstate New York regional offices.
- Support all aspects of the hardware device lifecycle management.

- Participate in the rollout of agency-wide hardware/software initiatives
- Maintain tickets in the ServiceNow ticket tracking database. Update calls with actions and resolutions as necessary.
- Assist with asset inventory tracking, including office site visits, reviewing Warehouse stock and updating the asset database information.
- Conduct hardware and application testing and troubleshooting as needed.
- Develop technical user and IT documentation.
- Contribute to the Client Services Intranet ServiceNow Knowledge Base content.
- Other duties as assigned.

HOURS OF WORK:

The agency's hours of operation are Monday through Friday, between 8:30 a.m. and 5:00 p.m. (37.5 hours/week). Scheduling determinations are dependent upon the needs of each bureau and will be communicated during interviews.

HOW TO APPLY

In your submission, you must provide sufficient information to determine from your resume and/or cover letter that you meet the minimum qualifications stated above. If a certificate or degree is required to demonstrate that you meet the minimum qualifications, you must provide proof that you hold the required certificate or degree. To apply, please send your resume, cover letter, and a copy of your degree/transcript (if applicable) to HR.Recruitment@ag.ny.gov. Be sure to include Vacancy # 183477 and Title of the position in the subject heading of your email.

*Candidates from diverse backgrounds are encouraged to apply.
The OAG is an equal opportunity employer and is committed to workplace diversity.*

Posted March 25, 2025