EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 3
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG23 ($84,156 – $106,454)

MINIMUM QUALIFICATIONS:

Current NYS Employees:

One year of permanent competitive service as an ITS 3, SG-23 or in a position at the SG-23 level or above deemed administrative under Section 52.6 of the Civil Service Law or in a title designated appropriate for Section 70.1 transfer of the Civil Service Law. The transfer cannot be a second consecutive transfer resulting in advancement of more than two salary grades.

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 this time, agencies may recruit and hire employees by making temporary appointments. In May 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive and the official probationary period will begin. 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:

Five years of professional experience in the following computer related areas: network, server, storage, and systems management; telecommunications, IT customer support and training; computer installation, diagnosis, and repair; technical writing; computer security; knowledge management; database administration, design, and management; internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing.

OR

A bachelor's degree in any field including or supplemented by 15 semester credit hours in computer science and two years of experience; or a bachelor's or higher-level degree in any field and three years of experience; or an associate degree with 15 semester credit hours in a computer science field and four years of experience.

PREFERRED QUALIFICATIONS:

- Strong leadership and organizational skills
- 3 or more years of desktop support experience
- Experience managing and configuring mobile devices
- A commitment to superior customer service
- Ability to analyze complex situations and provide solutions
- Experience working with end users, including requirements gathering and customer support
- Ability to work effectively with employees at all levels within the organization
- Excellent attention to detail

- Experience with a ticketing system such as ServiceNow
- The ability to react quickly to shifting priorities
- Excellent communication and interpersonal skills
- Technical writing experience
- Ability to work with minimal supervision

JOB SUMMARY:
This position will work within the Asset Management team in the IT Client Services section, which is responsible for customer support, desktop and software support, asset and inventory management and the coordination of enterprise-wide software and hardware initiatives. Travel to OAG offices throughout the state may be required at times.

DUTIES:
- Work on the upstate IT Client Services Team to provide Albany and Regional Desktop Support and perform Inventory/Asset management functions.
- Assist with the formulation and implementation of asset management policies and procedures to improve the tracking and management of all IT inventory across the state.
- Perform all phases of the IT asset management lifecycle, from asset procurement and user requests to equipment retirement and disposal.
- Assist with managing the asset inventory database by conducting regular site audits, updating assigned and in stock equipment information and identifying areas for process improvement.
- Provide hands-on support for the delivery of new agency systems and services.
- Coordinate and manage desktop and hardware support for users across the state.
- Conduct site visits to OAG offices across the state to install new equipment, perform maintenance and update asset/inventory information on a regular basis.
- Configure, activate, provision and manage iPhones, iPads and other mobile devices.
- Provide support for the Lexmark printers, scanners and other hardware peripherals across the state.
- Ensure service level expectations are properly defined and followed.
- Coordinate and manage device and system testing and troubleshoot as needed.
- Assist with developing and reviewing the agency's documentation and training programs used in support of new product rollouts.
- Promote a collaborative culture that champions superior customer service and continuous improvement to processes.
- Perform staff recruitment, retention and performance management activities.
- 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.
*Possible overtime could be required, along with some nights and weekends. Some travel required.

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 # 189117 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.