VACANCY ID # 191206   # EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 3
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: ALBANY
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 may be 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:

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:

- 5 or more years of desktop support experience.
- Ability to work effectively with employees at all levels of the organization.
- Strong interpersonal, written and oral communication skills.
- Ability to work with minimal supervision.
- Ability to react quickly to shifting priorities.
- A commitment to superior customer service.
- Strong organizational skills and attention to detail.
- Experience installing, testing and troubleshooting computer hardware.

JOB SUMMARY:

This position will lead the Desktop Support Albany 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:

- Manage the Desktop Support Albany team to provide timely second-level hardware and software support to agency employees at the Albany OAG offices and surrounding regional office locations
- Ensure service level expectations are in place, communicated and followed by all team members
- Perform all aspects of the hardware device lifecycle management process
- Provide hands-on support for 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.
- Coordinate and manage device and system testing and troubleshooting as needed.
- Perform staff recruitment, retention and performance management activities.
- Other duties as assigned.

Travel to OAG regional offices may be required at times.

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 # 191206 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 June 30, 2025