

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 2
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: NEW YORK
SALARY: PEF SG18 (\$76,147 - \$85,138)*

***Base salary will include an additional \$4,000 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
- Experience working with end user hardware, particularly mobile devices
- Customer service experience
- Strong organizational skills and attention to detail
- Experience installing, testing and troubleshooting computer hardware

JOB SUMMARY:

Under the direction of an Information Technology Specialist 3, SG-23, the Information Technology Specialist 2, SG-18, will be a member of the Mobile Device Support 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. Travel to OAG regional offices in NYC and downstate may be required at times.

DUTIES:

- Provide timely second-level hardware and software support for mobile device users across the state.
- Support the configuration, activation and support of mobile devices, including cell phones, tablets and mobile hotspots.
- Work with the O365 team to manage the back-end administration of deployed mobile devices in Intune, including application and security policy management, passcode resets, lost device management, device activation and retirement and other duties as needed.
- Work directly with the cellular service carrier vendor to review and manage active and inactive lines, overseas travel requests and other account management activities.
- Participate in the rollout of agency-wide hardware/software deployment initiatives.
- Maintain tickets in the Service Center ticket tracking database. Follow up with users in a timely manner and update calls with actions and resolutions as necessary.
- Assist with asset inventory tracking, including reviewing Warehouse stock and updating asset database information.
- Conduct devices testing and troubleshooting as needed.
- Develop and update technical user guides and IT documentation.
- 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 # 189260 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 3, 2025