

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 2
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: BUFFALO
SALARY: PEF SG18 (\$66,951 - \$85,138)

We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York. The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits, including paid vacation leave (13+ days per year), sick leave, paid State holidays off, health insurance including vision & dental, entry into the NYS retirement (pension) system, education and training, eligibility for public student loan forgiveness, and job stability with promotional opportunities. Workplace flexibilities include multiple options for employees, including telecommuting (up to two days per week) and alternative work schedules.

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 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.

Employees appointed via the NY HELPS program are restricted for promotional appointment until their position is covered-in to the competitive class by the New York State Civil Service Commission (CSC), or they otherwise obtain permanent competitive status. The CSC has recently covered-in employees who were appointed via NY HELPS on a permanent or contingent permanent basis between June 26, 2024, and June 11, 2025. Notification to employees regarding a change in their status is forthcoming. You may wish to apply if you received a permanent NY HELPS appointment to a qualifying title within these timeframes and are interested in this opportunity. Your eligibility for promotion will be reviewed by Human Resources. Employees with a permanent NY HELPS appointment occurring effective June 12, 2025, or later will be addressed with a subsequent cover-in.

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.
- Experience with ServiceNow or other similar ticketing management software.
- Asset management experience.
- Strong organizational skills and attention to detail.
- Experience installing, testing, and troubleshooting computer hardware and software.

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 Desktop Support Regional 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. This position will be based out of the OAG's Buffalo office, but travel to other regional offices may be required at times.

DUTIES:

- Provide timely second-level hardware and software support to agency employees both at the Albany OAG offices and the upstate 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. Some nights, weekends, and travel to OAG regional offices are 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 # 195228 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 August 11, 2025