

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 3
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG23 (\$86,681 – \$109,650)

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:**

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+ 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 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 for agency regional offices across the state.

DUTIES:

- Manage the Desktop Support Regional team to provide timely second-level hardware and software support to agency employees at the agency's regional office locations.
- Scheduled and conduct regular site visits to OAG offices across the state to install equipment and perform service maintenance as needed.
- Ensure service level expectations are in place, communicated and followed by all team members.
- Provide hands-on support for the delivery of new agency systems and services.
- 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, audits, stock review and updating the asset tracking database information.
- Perform all phases of the IT hardware and asset management lifecycle processes, from asset procurement and deployment to equipment retirement and disposal.
- Coordinate and manage device and system testing and troubleshooting as needed.
- 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. There is a possibility of overtime. Some nights, weekends, and travel 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 # 197490 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 September 10, 2025