

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST (ITS) 4/ITS 4 DC
STATUS: PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG25 (\$96,336 – \$121,413)

MINIMUM QUALIFICATIONS:

One year of permanent competitive service as ITS 4 or ITS 4 DC, SG-25 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. Candidates reachable on the eligible list for this title will be canvassed and do not need to apply.

PREFERRED QUALIFICATIONS:

- 5+ years of experience with network switches and routers.
- 5+ years of experience with DNS, DHCP and IPAM.
- 5+ years of experience with network monitoring tools and troubleshooting networking issues.
- 2+ years of experience with Palo Alto Firewalls.
- 2+ years of experience with cloud networking.
- Experience with Cisco Meraki Wireless.
- Experience with VOIP & Video Conferencing
- Experience with SDWAN solutions
- Experience supporting end-users in a help desk or similar user support role.
- Experience with Service Now modules, including change control, incident management and requests.
- Experience managing one or more staff
- Experience working independently, but also as part of a team
- Strong communication and customer service skills.

JOB SUMMARY:

This position will lead the Network Architecture team within the Information Technology Operations and Infrastructure section. The incumbent will be responsible for monitoring, maintaining and support of department network equipment and infrastructure supporting the LAN, WAN, firewalls, cloud networks, wireless, VOIP, and video conferencing. The incumbent will help support modernization initiatives for the core network and communications platform as part of the Data Communications team. This position is vital in the maintenance of the critical infrastructure of the OAG. The incumbent will supervise a team of staff.

DUTIES:

- Maintain, support, monitor LAN and WAN network infrastructure for all OAG locations.
- Maintain, support, monitor multiple datacenter core networks infrastructure
- Maintain, support, monitor cloud networks in Microsoft Azure, Amazon, and Oracle Cloud Infrastructure (OCI).
- Maintain, support Cisco Meraki Wireless network infrastructure for all OAG locations.

- Maintain, support Palo Alto firewall security and VPN configurations.
- Provide support for network systems and troubleshoot performance and data issues.
- Maintain security policies for networking infrastructure and equipment.
- Create documentation and diagrams of networking architecture and infrastructure.
- Develop and implement test plans for new equipment and designs.
- Review and support circuit inventories & maintenance.
- Supervision of ITS-2, ITS-3 staff and/or contracted consultants
- Delegation of tasks to staff and the testing/verification of task completion and correctness.
- 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. Travel and off hours 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 # 196739 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 2, 2025