

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY SPECIALIST 2
STATUS: CONTINGENT-PERMANENT
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG18 (\$65,001 - \$82,656)

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:

- Knowledge of and/or hands-on experience with O365/M365 Administration and troubleshooting.
- Help Desk experience providing support to end-users.
- Knowledge of and/or hands-on experience with Exchange 2016 recipient administration via Exchange Admin Center.
- Knowledge of and/or hands-on experience with Windows Active Directory Users and Computers.
- Knowledge of and/or hands-on with Service Now modules including incident management and requests.
- Strong interpersonal and customer service skills, ability to work independently and cooperatively with various IT units.
- Outstanding communication, customer service, and problem-solving skills.
- Experience with cloud-based services in M365 and deploying/supporting M365 solutions at Enterprise level.

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JOB SUMMARY:

Under the direction of an Information Technology Specialist 3, SG-23, the Information Technology Specialist 2, SG-18, will work within the O365 Support unit of the Information Technology Operations and Infrastructure section. The incumbent's primary responsibilities are managing Exchange recipients, contacts, mailboxes, calendaring, mail flow, distribution groups, email filtering, client connectivity, resolving level 2 ServiceNow incident tickets and providing support to end-users. Secondary responsibilities include managing and monitoring OAG's O365/M365 services and infrastructure including cloud and hybrid environment.

DUTIES:

- Administer Exchange, including remote mailbox creation, shared mailbox/calendar and contact creation, manage distribution lists, and email routing. Troubleshoot email delivery issues and spam filtering.
- Assist in troubleshooting and resolving M365-related issues, including email, collaboration, and communication problems.
- Troubleshoot and resolve issues with accounts and user email access including Outlook, Teams and OneDrive client(s) connectivity and performance issues.
- Manage and maintain administrative tasks using Microsoft 365 applications and tools.
- Monitor M365 health, performance, and logs to ensure smooth operation and compliance.
- Support and troubleshoot issues within Entra MS 365 cloud services, and end-user accounts.
- Provides guidance and instruction (to include written documentation) such as Standard Operating Procedures (SOPs) and inputs into the knowledge management system repository to the service desk for handling standard message-related incidents and service requests.
- Provide documentation, guidance, and instruction to the Tier 1 for handling standard messaging-related incidents, RITMs, and service requests.
- Participate in ITB projects and initiatives related to M365 services and hybrid environments.
- 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 # **197478** 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