

EMPLOYMENT ANNOUNCEMENT

**TITLE: INFORMATION TECHNOLOGY SPECIALIST 2****STATUS: CONTINGENT PERMANENT****BUREAU: INFORMATION TECHNOLOGY****LOCATION: LATHAM****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**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 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:

- 2+ years of experience in the most recent versions of Windows Desktop operating systems.
- 1+ years' experience with Intune/SCCM for software installations, patching and imaging.
- 1+ years' experience administering Active Directory and Group policy.
- 1+ years' experience using with PowerShell.
- Experience with ServiceNow modules including change control, incidents, and requests.

- Experience supporting end-users in a desktop role or similar user support role.
- Strong communication and customer service skills.
- Experience working independently, but also as part of a team.

OTHER WAYS TO QUALIFY:

Eligible for a lateral transfer or eligible for transfer under 52.6 AND/OR 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. To determine if your current Civil Service title is eligible for transfer to this title, visit the [Career Mobility GOT-IT website](#).

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, the candidate must be enrolled in the Civil Service 55b/c program and meet the minimum qualifications listed above.

DUTIES

Under the direction of an Information Technology Specialist 3, SG-23, the Information Technology Specialist 2, SG-18, will work in the Windows Development and Automation group of the Information Technology Bureau's Infrastructure and Operations section. The incumbent will be responsible for the maintenance and support of department Windows endpoints, which includes desktops, laptops, and Virtual Desktop Infrastructure (VDI), as well as desktop Group Policy settings, OS security updates and hardening, and other enterprise client applications.

DUTIES:

- Manage the Windows desktop/laptop and VDI environment, including installing and maintaining the Operating System, software updates, and support of applications.
- Install, configure, update and support client-side applications.
- Support and maintain desktop images and configurations for use on endpoints across the state.
- Write and maintain PowerShell scripts to perform a variety of tasks and automation, such as vulnerability management, application discovery, WSUS/SCCM commands, and bulk object modifications.
- Work closely with Security Operations team to triage and remediate security vulnerabilities or incidents on endpoint devices.
- Work with Security team to implement security policies, manage user access and apply security updates.
- Develop and maintain documentation pertaining to operating procedures for new technologies as well as develop and implement test plans for new equipment and software.
- Establish and maintain a professional working relationship with the user community, co-workers, and management to effectively provide problem resolution services.
- Address ServiceNow incidents and requests and provide assistance to end users, which may include general troubleshooting/repair of software, access issues to network shares or other resources, and tier-2 or 3 escalated incidents.
- Other duties as assigned.

*Off hours technical support of critical systems may be required.

HOURS

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 depend on the needs of each Bureau and will be communicated during interviews.

ADDITIONAL COMMENTS

For new State employees appointed to graded positions, the annual salary is the hiring rate (beginning of the Salary Range) of the position. Promotion salaries are calculated by the NYS Office of the State Comptroller (OSC) in accordance with NYS Civil Service Law, OSC Payroll rules and regulations, and negotiated union contracts.

The Office of the NYS Attorney General (OAG) cannot provide sponsorship for work authorization. Candidates need to be authorized to work in the United States to be employed by this agency. It is incumbent upon employees to maintain work authorization for the duration of their employment with the OAG.

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 the Vacancy # 197876 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 16, 2025