

**EMPLOYMENT ANNOUNCEMENT**

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

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**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:**

- Bachelor's degree in computer science or a related field
- 1+ years of experience in application development and support.
- 1+ years of experience in creating and maintaining various types of technical documentation.
- Experience in analyzing requirements and designing user-focused solutions.
- Strong communication and interpersonal skills, with the ability to work in a collaborative team environment.
- 1 year of experience with Siebel CRM or related technologies.
- Familiarity with ServiceNow (SNOW), HIVE or other project management tools.
- ITIL certification or relevant IT service management experience.
- 1+ years of experience with automated testing tools like UFT One, Tricentis Tosca, Leapfrog, selenium scripting or similar frameworks.

**JOB SUMMARY:**

Under the direction of an Information Technology Specialist 3, SG-23, the Information Technology Specialist 2, SG-18, will work in the Enterprise Applications unit of the Information Technology Bureau. The incumbent will play a crucial role in supporting the agency's mission by providing support for our enterprise applications including NYMatters and other business applications. This includes providing end-user support, making basic configuration changes, creating documentation, and assisting in the analysis of requirements and designing user-focused solutions. Act as the second level of support between end users and developers, troubleshooting issues, documenting problems with detailed screenshots, and ensuring timely resolution. Collaborate with business users to enhance application workflows and maintain a comprehensive knowledge base for future reference.

**DUTIES:**

- Collaborate with the development team to analyze user feedback, identify and resolve application defects, and support application deployments.
- Provide end-user support for the agency, including:
  - Addressing training issues and providing guidance to users.
  - Documenting issues, identifying defects, and creating tickets in ServiceNow (SNOW) and HIVE.
  - Coordinating with the IT Service Center to resolve issues.
- Perform basic configuration changes to applications and associated technologies.
- Create and maintain documentation, such as:
  - End User Guides
  - Knowledge Base Articles
  - Functional and Technical documentation
  - Release Notes
- Assist the team in analyzing requirements and designing user-focused solutions.
- Create detailed test plans and execute tests for quality assurance.
- Document test results and work with development team on remediation and regression testing.
- 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](mailto:HR.Recruitment@ag.ny.gov). Be sure to include Vacancy # **197479** 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.*

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**Posted September 10, 2025**