

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:

- 3+ years of administrative work in ServiceNow or similar system.
- Professional certification as a ServiceNow Certified System Administrator (CSA).
- Experience using ServiceNow data tables and ITSM processes.
- Experience with HRSD and Employee Center pro administration and flows a plus.
- Ability to analyze complex situations and provide solutions.
- Excellent attention to detail.
- The ability to react quickly to shifting priorities.
- Ability to work independently and collaboratively in a team environment.

JOB SUMMARY:

This position will be a member of the ServiceNow team within the IT Client/Delivery Services section, which is responsible for ServiceNow development and administration, first and second level customer support, desktop and software support, asset inventory tracking and the coordination of enterprise-wide software and hardware initiatives.

DUTIES:

- Configure, customize and maintain the ServiceNow platform, including user/group/role administration, platform upgrades and security, enterprise and third-party system integrations, modules and workflow processes.
- Ensure system data integrity and support designs for ServiceNow data loads and transform maps.
- Generate reports and dashboards to support business decision making.
- Create, maintain and enhance Incident Management, Change Management, Asset Management, Service Catalog, Knowledge Management and the Self-Service Portal.
- Collaborate with stakeholders across IT and other departments to update and implement policies/procedures, change management, notifications and user/group management.
- Provide user support, troubleshooting and training to ensure best practices are followed.
- Maintain clear, comprehensive and up-to-date technical architecture documentation of configurations, workflows and system changes.
- Ensure timely and effective resolution of ServiceNow related incidents, service requests and escalations.
- Stay informed about ServiceNow platform updates, new features and best practices to recommend.
- 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 # 202156 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 November 7, 2025