

## EMPLOYMENT ANNOUNCEMENT

**TITLE: INFORMATION TECHNOLOGY SPECIALIST 2****STATUS: PERMANENT****BUREAU: IT BUREAU****LOCATION: LATHAM****SALARY GRADE (SG): SG 18 (\$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.

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### 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.

#### **OTHER WAYS TO QUALIFY:**

Reachable on the Department of Civil Service Eligible list for Information Technology Specialist 2.

OR

Eligible for a lateral transfer or eligible for transfer under 70.1 or 52.6 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.

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### **DUTIES**

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.

- 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 Guide
  - Knowledge Base Articles
  - Functional and Technical documentation
  - Release Note.
- 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**

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.

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### **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. This agency does not participate in E-Verify for work authorization purposes.

### **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 the Vacancy # 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**