

VACANCY ID #210845

EMPLOYMENT ANNOUNCEMENT



TITLE: INFORMATION TECHNOLOGY SPECIALIST 2

STATUS: CONTINGENT-PERMANENT

BUREAU: INFORMATION TECHNOLOGY

LOCATION: LATHAM

SALARY GRADE (SG): 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.

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.

DUTIES

Under the direction of an Information Technology Specialist 3, SG-23, the Information Technology Specialist 2, SG-18, will work on the Service Desk team in the IT Client Services section of the Information Technology Bureau. The incumbent will be responsible for independent customer support, desktop and software support, asset inventory tracking and participating in enterprise-wide software and hardware initiatives.

- Provide courteous level 1 and 2 support to end users through our phone and email system within the OAG's internal IT Call Center.
- Independently monitor, document, and update incidents as needed within the Service Now ticket tracking system.
- Review and refer unresolved issues to the appropriate 2nd level groups for resolution.
- Follow up with IT groups on aged tickets to ensure they are being properly followed up on with the customer.
- Provide a proficient working knowledge of the Windows OS in a Windows Active Directory environment.
- Provide end user support for Microsoft O365 and the suite of Microsoft applications (Outlook, Word, Excel, OneDrive).
- Independently assist the end user in virtual teleconferencing software (MS Teams, WebEx and Zoom).
- Troubleshoot 3rd party and custom software application products installed on AG equipment.
- Assist in creating user documentation and knowledge base articles.
- Other duties as assigned.

*Travel to OAG regional offices in NYC and downstate, along with overtime, and some nights and weekends may be required.

PREFERRED QUALIFICATIONS

- Strong interpersonal, written and oral communication skills.
- Ability to work with minimal supervision.
- Customer service experience.
- Strong organizational skills and attention to detail.
- Experience installing, testing and troubleshooting computer hardware.

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. 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. 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.*

Posted March 4, 2026