

**EMPLOYMENT ANNOUNCEMENT**

**TITLE:** INFORMATION TECHNOLOGY SPECIALIST 3  
**STATUS:** CONTINGENT-PERMANENT  
**BUREAU:** INFORMATION TECHNOLOGY  
**LOCATION:** LATHAM  
**SALARY:** PEF SG23 (\$84,156 - \$106,454)\*

\*Base salary will include an additional \$3,400 per year in downstate adjustment location pay.

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**MINIMUM QUALIFICATIONS:****Current NYS Employees:**

One year of permanent competitive service as 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. 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 this time, agencies may recruit and hire employees by making temporary appointments. In May 2024, if a temporary NY HELPS employee is satisfactorily performing in the position, the appointment will be changed from temporary pending Civil Service Commission Action to permanent non-competitive and the official probationary period will begin. 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:**

- Strong interpersonal, written and oral communication skills.
- Ability to work with minimal supervision.
- 3 or more years of mobile device support experience.
- Familiarity with the iOS operating system.
- Experience working with end user hardware, particularly mobile devices.
- Experience working with 3rd party vendors.

- Exceptional customer service experience.
- Strong organizational skills and attention to detail.
- Experience installing, testing and troubleshooting computer and mobile device hardware and software.

**JOB SUMMARY:**

This position will be a member of the Mobile Device Support team in the IT Client Services section, which is responsible for customer support, desktop and software support, asset inventory tracking and participating in enterprise-wide software and hardware initiatives.

**DUTIES:**

- Lead the Mobile Device Support team to provide full lifecycle management and break/fix issue support for all IT managed mobile devices.
- Provide timely second-level hardware and software assistance for mobile device users across the state.
- Manage the configuration, activation and support of cell phones, tablets and mobile hotspots.
- Coordinate work with the O365 team to manage the back-end administration of deployed mobile devices in Intune, including application and security policy management, passcode resets, lost device management, device activation and retirement.
- Work directly with the cellular service carrier vendor to review and manage active and inactive lines, international travel requests and other account management activities.
- Participate in the rollout of agency-wide hardware/software deployment initiatives.
- Maintain tickets in the Service Center ticket tracking database. Follow up with users in a timely manner and update calls with actions and resolutions as necessary.
- Assist with asset inventory tracking, including reviewing Warehouse stock and updating asset database information.
- Conduct devices testing and troubleshooting as needed.
- Develop and update technical user guides and IT documentation.
- 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 # 183498 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 March 26, 2025**