



An Equal Opportunity/Affirmative Action Employer

## **Announcement of Intention to Fill a Job Vacancy**

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### **Information Technology Specialist 4, SG-25**

**Location:** One State Street, New York City

**Business Unit:** Information Technology/ Help Desk

**Negotiating Unit:** Professional, Scientific and Technical (PEF)

Please note that a change in negotiating unit may affect your salary, insurance and other benefits.

**Salary:** \$88,161 to \$111,111

**Positions located within the New York City metropolitan area, as well as Suffolk, Nassau, Rockland, and Westchester Counties, are also eligible to receive an additional \$3,026 annual downstate adjustment.**

**Appointment Status:** Permanent

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The New York Department of Financial Services seeks to build an equitable, more transparent and resilient financial system that benefits New Yorkers and supports business. Through engagement, data-driven regulation, and operational excellence, DFS is responsible for empowering consumers and protecting them from financial harm; ensuring the health and stability of the financial entities we regulate; and driving economic growth through responsible innovation.

DFS is seeking candidates to fill the position of Information Technology Specialist 4, SG-25. The incumbent of this position will serve as the Desktop Engineer and will be responsible for designing, architecting, and supporting the end users computing platform. Using expert level experience and leveraging best practices, this position will assist in developing and supporting the Desktop platform to enable the delivery of high quality Desktop experience to end users. Duties include, but are not limited to, the following:

- Proposes, designs and implements solutions to optimize system performance;
- Develops and creates baseline images of Windows operating system;
- Responsible for capacity planning and performance management of users endpoint devices;
- Troubleshoots, resolves problems and provides preventive maintenance;
- Identifies, implements, and monitors security measures for the protection of users' endpoint devices;
- Performs system software and hardware upgrades and patches, including planning, testing, scheduling, coordination and deployment;
- Researches and tests current and new infrastructure products and services; conducts evaluation and proof of concepts of hardware and software technologies and provides recommendations on improving current platform;
- Administers and supports remote access technologies; administers and supports mobile device management solution;
- Creates and maintains Active Directory Group Policies;
- Utilizes scripting for maintenance, automation, issue resolution, and alerts;
- Helps develop best practices including endpoint devices security standards;
- Provides expert recommendations on highly complex issues for Desktop and Support teams;

- Works with Development teams, project management teams, and other IT teams to deliver the best desktop experience;
- Develops trends by monitoring and analyzing incoming calls, problems and support requests;
- Assists in providing a roadmap for the end users compute platform, including laptop, desktop and mobile devices;
- Recommends appropriate changes to management with regard to standards and procedures based on business/technology trends and operational challenges utilizing collected performance metrics; and
- Supervises lower-level IT staff.

### **Preferred Qualifications**

- Five years' experience in Desktop engineering and call center support;
- Extensive experience with Windows 10 and Microsoft O365; certifications relevant to MS Windows are a plus;
- Experience in the field of Desktop Engineering including Windows image package creation, deployment and management;
- Strong awareness of cybersecurity frameworks and standards;
- Strong working knowledge of technical approaches in design, build testing, debugging problems, client-based security management tools, Networking concepts and mobile device management (MDM) solutions;
- Advanced knowledge, troubleshooting and support for Intel workstation hardware and remote access systems including VPN and two factor authentication; and
- Strong experience in PowerShell scripting language and Active Directory group policy.

### **Appointment method:**

**List Appointment:** Candidates must be reachable on the Civil Service eligible list for 26-381 or 37-680.

**Transfer:** Candidates must have one year of permanent competitive service in a title eligible for transfer via Sections 70.1 or 52.6 of the Civil Service Law. Information regarding transfer eligibility may be available on the Civil Service Career Mobility Office website at <http://careermobilityoffice.cs.ny.gov/cmof/>.

*Please note that under Civil Service Law, an employee cannot have two consecutive upward 70.1 or 52.6 transfers without an intervening eligible list appointment if such transfers would exceed two salary grades.*

**To Apply:** Interested qualified candidates must submit a resume and letter of interest **no later than June 30, 2022** to the email address listed below. Please include the Box # (**Box ITS4 - 04006**) in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Douglas Arthur  
Box ITS4 - 04006  
New York State Department of Financial Services  
Office of Human Resources Management  
One Commerce Plaza, Suite 301  
Albany, NY 12257  
Email: [douglas.arthur@dfs.ny.gov](mailto:douglas.arthur@dfs.ny.gov)  
Fax: (518) 402-5071

**All candidates that apply may not be scheduled for an interview**

### **Public Service Loan Forgiveness**

Employment with New York State qualifies an individual for Public Service Loan Forgiveness (PSLF). This program forgives the remaining balance on any Direct Student Loans after you have made 120 qualifying monthly payments while working full-time for a U.S. federal, state, local, or tribal government or not-for-profit organization. To learn more about the program and whether you would qualify, please visit: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service>

**AMERICANS WITH DISABILITIES ACT: REASONABLE ACCOMMODATIONS**

Under the Americans with Disabilities Act (ADA), the Department of Financial Services is required to provide reasonable accommodation for known physical or mental limitations of an otherwise qualified applicant with a disability if an accommodation would enable the applicant to perform the essential functions of the job. If the accommodation would constitute an undue hardship on the operations of the agency, the agency is not required to provide it.

***Pursuant to Executive Order 161, no State entity, as defined by the Executive Order, is permitted to ask, or mandate, in any form, that an applicant for employment provide his or her current compensation, or any prior compensation history, until such time as the applicant is extended a conditional offer of employment with compensation. If such information has been requested from you before such time, please contact the Office of Employee Relations at (518) 474-6988 or via email at [info@oer.ny.gov](mailto:info@oer.ny.gov).***