



An Equal Opportunity/Affirmative Action Employer  
**Announcement of Intention to fill Two Vacancies**

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**Information Technology Specialist 1, SG-14**

**Location: One Commerce Plaza, Albany**

**Business Unit: Information Technology**

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

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

**Salary: \$49,202 - \$62,806**

**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.

The Department of Financial Services is seeking candidates for the position of Information Technology Specialist 1 in the Information Technology (IT) Unit. Duties include, but are not limited to, the following:

- Provides IT help desk customer service related to laptops, mobile devices, and other technology and communication devices for staff assigned to the Department;
- Installs, configures or customizes software and ensures that the configuration meets system requirements and user/Business Unit needs;
- Runs diagnostic software to ensure that equipment operates properly and takes appropriate corrective action when required;
- Provides initial troubleshooting support regarding technology and communication devices for staff assigned to the Department and escalates issues when necessary;
- Tests fixes to ensure problem has been adequately resolved, and performs post-resolution follow ups to help requests;
- Ensures that repair and preventative maintenance procedures are followed for the Department's hardware and software, workstations, printers, peripherals, etc.;
- Provides audio-visual equipment technical support, including support for video conference connections and teleconferencing bridges;
- Maintains and updates software on technology and communication devices for staff assigned to the Department, including anti-virus software and ensures that virus definitions are up-to-date;
- Creates templates/reports/publishing materials, performs intranet website updates and development, data receipt and storage, and database programming with regards to help desk operations; and
- Compiles reports on information technology issues concerning help desk tickets and resolutions, defective/damaged IT equipment, warehoused IT equipment, lost/stolen technology and communication devices, numbers and types of user licenses, error reports, etc.

**Appointment method:**

**List Appointment:** Candidates must be reachable on the Civil Service eligible list for 20-610.

**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/>.

**55 b/c Appointment:** Candidates must meet the eligibility requirements of the Governor's Program to Hire Individuals and Veterans with Disabilities as described in Civil Service Law § 55b/c. Information about this program can be found here: <https://www.cs.ny.gov/rp55/>

*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 September 30, 2022** to the email address listed below. Please include the Box # (**Box ITS1 – 04101,105**) in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Douglas Arthur  
Box ITS1-04101,105  
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 Governor's Office of Employee Relations at 473-3130 or via email at [response@oer.ny.gov](mailto:response@oer.ny.gov).***