



An Equal Opportunity/Affirmative Action Employer
Announcement of Intention to Fill a Job Vacancy

Information Technology Specialist 2 Programming, SG-18

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: \$61,270 – \$77,912

Appointment Status: Permanent

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 2 Programming in the Information Technology Unit. Duties include, but are not limited to, the following:

- Provides Tier 2 support and incident management for IT systems faults and service requests;
- Utilizes diagnostic software and manuals to identify and resolve issues;
- Determines incident scope and impact;
- Tracks issues to resolution;
- Updates the internal knowledgebase with issue resolution detail;
- Supports computers, laptops, printers, smartphones and applications including laptop imaging, hard drive testing and application set-up for users;
- Updates software as appropriate;
- Manages user accounts including rights, permissions and systems groups;
- Manages critical incidents; and
- Escalates problems as required to Tier 3 support.

Appointment method:

List Appointment: Candidates must be reachable on the Civil Service eligible list for #20-611, #30-500.

Transfer: Candidates must have one year of permanent competitive service in a title eligible for transfer via Section 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/cmo/>.

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 January 26, 2023** to the email address listed below. Please include the Box # **ITS2P-05862** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Christine McCann
Box ITS2P-05862
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
Albany, NY 12257
Email: Christine.McCann@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) 473-3130 or via email at response@oer.ny.gov.