



An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill a Job Vacancy

Assistant Deputy Superintendent for Information Technology, NS

Location: Albany or New York City

Business Unit: Information Technology

Negotiating Unit: Management Confidential (MC)

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

Salary: \$123,793 - \$156,224 (salary commensurate with experience)

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 \$3,400 annual downstate adjustment.

Appointment Status: This is an appointment to a position in the exempt jurisdictional class.

Appointment to this position is pending Governor Appointment's Office and Division of Budget approval.

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

The Department of Financial Services is seeking candidates for the position of Assistant Deputy Superintendent for Information Technology (IT) in the Office of Information Technology. Under the direction of the Deputy Superintendent for IT, the Assistant Deputy Superintendent for IT is responsible for overseeing IT Operations Service Delivery. The position is for a hands-on technical leader tasked with delivering a world-class support experience. Duties include, but are not limited to, the following:

- Develops and enforces policies and procedures for IT service delivery while implementing monitoring and management programs to ensure service excellence across the organization;
- Oversees IT Operations service with a primary focus on the IT Service Desk, ensuring optimal performance and service delivery;
- Builds and maintains relationships with end-users, driving customer satisfaction and loyalty;
- Promotes and implements continuous improvement initiatives for IT Operations, enhancing the quality and efficiency of agency-supported services;
- Develops and enforces ITIL best practices, ensuring compliance with established service management frameworks;
- Creates, documents, and implements processes and procedures for IT Service Delivery that support all departments within the organization;
- Acts as the point of escalation for IT-related issues, ensuring timely and effective resolution by assigning issues to the appropriate internal and external stakeholders;
- Analyzes business requirements across departments to assess and define their technology needs, ensuring that IT solutions align with organizational objectives;
- Collects, analyzes, and reports on operational metrics. Presents prioritized updates in weekly leadership meetings to ensure alignment with business goals;

- Gathers user feedback to identify recurring issues, implements solutions, and creates FAQ's to support customers in troubleshooting;
- Maintains and develops a comprehensive technical support knowledge base;
- Other duties as assigned.

Preferred Qualifications

- Proven experience in IT Service Delivery, with hands-on experience in Incident/Problem Management, Request Management, or Change Management;
- Strong customer management and business relationship skills;
- ITIL certification or extensive ITIL experience is highly preferred;
- Demonstrated experience in work planning and scheduling.

Appointment method: This is an appointment to a position in the exempt jurisdictional class. As such, the incumbent of this position would serve at the pleasure of the appointing authority.

To Apply: Interested qualified candidates must submit a resume and letter of interest **no later than December 31, 2024** to the email address listed below. Please include Box# **(ADSIT-ADS-10219)** in the subject line of your email to ensure receipt of your application. Please also include your location preference (Albany or NYC). **Email submissions are preferred.**

Nate Keiper
Box ADSIT-ADS-10219
New York State Department of Financial Services
Office of Human Resources Management
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Albany, NY 12257
Email: NCE.Notifications@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.

All people with disabilities are encouraged to apply to all jobs for which they meet the minimum qualifications.

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.