An Equal Opportunity/Affirmative Action Employer

# Announcement of Intention to Fill Multiple Job Vacancies

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## Information Technology Specialist 2, SG-18

**Location: Albany or New York City** **Business Unit: Technology Bureau**

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

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

**Salary: $66,951 – $85,138**

**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 $4,000 annual downstate adjustment.**

**Positions located in the New York City metropolitan area, as well as the Mid-Hudson region, are eligible to receive an additional $9,196.00 Increased Hiring Salary.**

**Appointment Status: Permanent**

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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 Information Technology Specialist 2 (Entity Service Desk) in The Technology Bureau. Duties include, but are not limited to, the following:

- Serves as the first point of contact for external entities, assess reported issues, and determine appropriate next steps;
- Provides front-line assistance for business applications used by external clients, including basic troubleshooting and guidance;
- Processes client requests such as access provisioning, configuration changes, and application-related tasks;
- Records all client interactions, findings, and actions clearly and accurately in the service management system;
- Maintains timely, professional communication with external entities, set expectations, and ensure clarity throughout the support process;
- Resolves issues related to supported applications, user access, and basic system functionality;
- Manages and maintains client accounts in accordance with security and compliance requirements;
- Develops and maintains documentation to support consistent, high-quality service delivery to external entities;
- Ensures client-related tickets meet documentation, accuracy, and service-level standards;
- Assists external entities with onboarding processes, initial application setup, and orientation to supported systems;
- Occasionally works outside of normal business hours may be required; and
- Travels to alternate facilities as needed.

**Appointment method:**

**Minimum Qualifications:**

One year of the service of permanent competitive, non-competitive NY Helps, or 55-b/55-c service as an Information Technology Specialist 1 or Information Technology Specialist 1 (Programming); or Six years of Specialized experience in information technology.

A bachelor's or higher-level degree including or supplemented by 15 semester credit hours in computer science; or a bachelor's or higher-level degree in any field and one year of experience in information technology; or 60 semester credit hours including or supplemented by 15 semester credit hours in computer science and one year of professional experience in information technology; or two years of professional experience in information technology.

**NY HELPS:** This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS). The NY HELPS Program allows agencies to fill certain positions via permanent non-competitive appointments. At a future date (within one year of your 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.

**List Appointment**: Candidates must be reachable on the Civil Service eligible list for 20-611010 or 20-611010.

**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/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: Vacancies exist in both Albany and NYC.** Interested qualified candidates must submit a resume and letter of interest **no later than September 15, 2026** to the email address listed below. Please include the appropriate Box # for the location(s) you are interested in **[Box# ITS2ESD-NYS ALB] [Box# ITS2ESD-NYS NYC]** in the subject line of your email to ensure receipt of your application. **Email submissions are preferred.**

Please be advised that the New York State Department of Financial Services does not offer sponsorship for employment visas.

Christopher Barr
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New York State Department of Financial Services
Office of Human Resources Management
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Albany, NY 12257
Email: Recruitment@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.