An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill Multiple Job Vacancies

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

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 (Help Desk Support) in The Technology Bureau. Duties include, but are not limited to, the following:

- Diagnoses and resolves end-user issues across hardware, software, network, and accounts;
- Completes routine tasks such as account setup, software installation, and access provisioning;
- Maintains accurate, detailed records of actions, findings, and outcomes in the service management system;
- Identifies issues requiring higher-level support and escalates with clear technical context;
- Provides timely updates, set expectations, and ensures a positive support experience;
- Supports workstations, peripherals, operating systems, and business applications;
- Creates, modifies, and disables user accounts following security and compliance standards;
- Responds to alerts and identifies issues before they impact operations;
- Documents solutions and procedures to improve team efficiency and consistency;
- Meets response and resolution targets to maintain operational continuity; and
- Occasionally works outside of normal business hours 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# ITS2HD-NYS ALB] [Box# ITS2HD-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
Box# ITS2HD-NYS [LOC]
New York State Department of Financial Services
Office of Human Resources Management
One Commerce Plaza, Suite 301
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.