An Equal Opportunity/Affirmative Action Employer

Announcement of Intention to Fill Multiple Job Vacancies

Information Technology Specialist 3, SG-23

Location: One Commerce Plaza, Albany **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: $86,681 – $109,650

Appointment Status: Contingent 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 3 (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;
- Provides guidance and quality review for less experienced staff supporting client facing operation;
- Oversees queue management, workload distribution, and coverage to ensure timely client support;
- Investigates complex or recurring client reported issues and recommend long term corrective actions, coordinating escalations with other IT and Business teams;
- 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:

List Appointment: Candidates must be reachable on the Civil Service eligible list for 26839010 or 38709010.

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.

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 3, 2026** to the email address listed below. Please include the Box # **[Box# ITS3-ESD]** 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 # ITS3-ESD
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.