STATE OF NEW YORK
DIVISION OF MILITARY AND NAVAL AFFAIRS
330 OLD NISKAYUNA ROAD
LATHAM, NEW YORK 12110

VACANCY ANNOUNCEMENT #24-31

CLOSING DATE: CONTINUAL UNTIL FILLED

This position is not in the Classified Service of New York State but is covered under New York State Military Law. If selected, current Civil Service employees will lose their seniority within the Classified Service, thereby exempting them from applying for promotional exams within Civil Service.

POSITIONS TO BE FILLED PENDING AVAILABILITY OF FUNDING.

Title:	Information Technology Specialist 1
Location:	New York State Division of Military and Naval Affairs (DMNA): Latham Headquarters • Directorate of Technology and Information (MNCI) – (1 vacancy)
Salary Grade:	SG-14
Salary Range:	Current Start Rate: $54,860* Job Rate: $66,634 (*All hires begin at "Start Rate" unless prior state experience affords eligibility for hiring step increase as determined by OSC.)
Duties and Responsibilities:	Information Technology (IT) Specialists perform or assist in performing technical and agency program support IT activities related to network and system design, configuration, maintenance, and security; customer support; business/systems analysis and design which may include website development and administration of a transactional, dynamic, or interactive website; and the design, development and administration of database systems. Will assist in the administration and operation of distance learning technology to include video and audio conferencing in agency facilities across the state by serving as the initial level of support for customers in the field and for monitoring of the network. May respond to questions for assistance and coordinate repairs beyond what he/she is able to troubleshoot at their level. The incumbent answers general IT questions, resolves problems, installs hardware and software, provides system access and performs a variety of other activities related to user support in the IT environment. The position perform responsibilities in accordance with all current and amended, DMNA policies and procedures, federal and state statutes, and where applicable, the collective bargaining agreement and requirements of the National Guard Bureau (NGB), specifically the Master Cooperative Agreement (MCA) and supporting regulations. The position may report to state and/or federal supervisory personnel.

Responsibilities may include but are not limited to the following:

- Participates in meetings and works with agency management, users, vendors, consultants and IT staff to discuss and identify IT solution options, assists with resolutions and recommendations for appropriate system platforms for meeting program requirements.
- May assist with various design activities such as creating program specifications, work flow diagrams or structured charts, and logical data models.
- May participate in the testing phase of application development such as assisting in the development of test plans, test conditions and validation testing.
- Develops, prepares, and assists with documentation preparation for the system, including run books for computer operations staff, procedural manuals and on-line help instructions for users, and technical documentation manuals for IT staff.
- Performs installation, administration, testing, and maintenance of hardware and software.
- Plans, executes, and performs quality assurance measures on system user acceptance tests of programs and systems.
- Establishes and configures cabling connectors, interfaces, electrical grounds, and communication data line connectors.
- Runs diagnostic software to ensure equipment operates properly and takes appropriate corrective action when required.
- Installs, configures or customizes hardware and software and ensures the configuration meets system requirements.
- Ensures that repair and preventative maintenance procedures are followed for the agency's hardware and software.
- Responds to user "help desk" requests or referrals of computer related problems.
- May coordinate with vendors in the installation, administration, testing, and maintenance of hardware and software.
- Uses utility programs to analyze and solve problems with production runs.
- Installs, configures and optimizes network hardware and software.
- Operates network and systems management software to identify problems and administer pre-defined fixes, while referring complex network issues through the appropriate escalation process.
- Utilizes identity and access management software to create and manage user identities and to provide access to system resources.
- Administers or assists in administering security software and hardware such as intrusion detection software and firewalls to meet agency security procedures and policies.
- Assists in determining, acquiring, and/or developing curriculum for hardware and software solutions.
- May provide and administer IT training to individuals or groups in hardware and software technologies. Evaluates training effectiveness.
- Assists in the preparation of procurement materials such as Requests for Proposal and evaluation of proposed solutions.

	• May coordinate with vendors in the selection process for hardware, software, and maintenance solutions. • Compares specifications and descriptions of new hardware and software packages to determine if the acquisition is appropriate to meet business needs; and recommends the acquisition of new hardware, software, and maintenance services. • Analyzes proposed applications to determine if they would require new hardware or software. • May coordinate in the development, planning, deployment, configuration and maintenance of networked systems. • Operates network and systems management software to identify problems and administer pre-defined fixes, while referring complex network issues through the appropriate escalation process. • Assists in the development of enterprise information security procedures and protocols. • Configures or assists in configuring encryption software products to systematically encode and decode data to avoid unauthorized access. • Assists in the selection, deployment and maintenance of antivirus software. • Administers or assists in administering security software and hardware such as intrusion detection software and firewalls to meet agency security procedures and policies. • Monitors the use of the security system to detect violations and report breeches through the appropriate escalation process. • Trains other IT staff and unit points of contact (POCs) to diagnose and resolve user problems. • Ensures tracking and resolution of user system problems. • Prioritizes the order of pending problems and schedules installations. • Provides reports from problem log regarding volume and response time. • May represent the department at various IT related meetings. • Will complete and attend training as required. • Periodic overtime may be required. • Periodic travel will be required using various modes of transportation. • Performs other duties as assigned.
Job Requirements	• Must be proficient in Microsoft Office Suite. • Must have strong organizational skills. • Ability to perform tasks with minimal supervision. • Ability to work independently or with other individuals in a project/team setting in accordance with supervisory guidance and direction. • Ability to get along with and interact well with different groups of people, including co-workers, management, both Federal and State personnel and the public. • Experience in multi-tasking and meeting multiple deadlines. • Strong written and verbal communication skills. • Ability to prepare written material in a clear and concise form. • Ability to read and write in English. • Demonstrate reliability and trustworthiness. • Preferably knowledge of state agency operations and policies and/or military organizations.

Minimum Qualifications:	An Associate's Degree or higher level degree in Computer Science, Computer Information Systems, Management Information Systems; **OR** An Associate's or higher level degree area with fifteen credit hours in Computer Science **AND** a total of two (2) years of full-time experience in the following computer related areas: network, server, storage, and systems management; telecommunications; IT customer support and training; computer installation, diagnosis and repair; technical writing; computer security; knowledge management; database administration, design and management; internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing. **OR** Three (3) years of full-time experience in the following computer related areas: network, server, storage, and systems management; telecommunications; IT customer support and training; computer installation, diagnosis and repair; technical writing; computer security; knowledge management; database administration, design and management; internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing.* **AND** Must be at least 18 years old and have a High School Diploma or GED. In accordance with NGB standards, will be required to obtain and maintain a favorable background investigation, and have an appropriate clearance to allow access to computer networks and restricted areas to determine suitability, loyalty, and trustworthiness. Minimally a National Agency Check with Inquiry (NACI) will be completed - dependent on current regulation, a SECRET or other clearance may be required. Must possess a valid driver's license to operate a motor vehicle in the State of New York. Must report any changes to supervisory chain and State Human Resources (MNHS). Must be proficient in Microsoft Office Suite. Must be able to read and write in English. Required to have or successfully complete within 90 days of receiving computer access, all training associated with assigned data systems such as SFS, GFEBS and the Statewide Learning Management System (SLMS) and/or other computer training as related to duty assignments. **

	* Military education and/or experience may be considered, however, candidate for the position must still have at least three (3) years and be able to demonstrate capability to perform the job duties noted above. ** Should related regulations, procedures and requirements change, additional training and/or certifications may be required. At all times, the employee <u>MUST</u> maintain minimum standards in accordance with current , and as amended, agency, statutory and NGB requirements and directives; failure to do so will subject the individual to disciplinary action, including possible termination. NOTE: Position standards illustrate the nature, extent and scope of duties and responsibilities of the position described. Standards cannot and do not include all of the work that might be appropriately performed by the incumbent. The minimum qualifications above are those which were required for appointment at the time the Position Standards were written. Please contact State Human Resources Management for any further information regarding the position requirements.
How to Apply:	To be considered for interview, submit a cover letter and resume. **In e-mail subject line and cover letter indicate the title, location, vacancy announcement number of the position for which you are applying.** Ensure to clearly note how you meet the minimum qualifications for the position. Please be certain to note any specific licenses or certifications in a skilled trade. If you are a former public employee retired within New York State currently receiving benefits, indicate this and the name of the retirement system in your cover letter. **Cover letter and resume may be submitted via E-mail (preferred method)**, FAX, or Mail. E-mail to: ng.ny.nyarng.mbx.mnhs-job-posting@army.mil FAX to: (518) 786-6085 Questions: (518) 786-4830 Mail to: New York State Division of Military and Naval Affairs State Human Resources Management 330 Old Niskayuna Road Latham, New York 12110-3514 Attn: Classifications **POSITION WILL BE POSTED UNTIL FILLED.** **RESUME REVIEW TO BEGIN: APRIL 11, 2024** **VAGUENESS AND OMISSIONS WILL NOT BE RESOLVED IN YOUR FAVOR.**

| Subject of Interview: | ALL CURRENT PERMANENT DMNA STATE EMPLOYEES WHO MEET THE MINIMUM QUALIFICATIONS WILL BE INTERVIEWED TO EVALUATE THEIR QUALIFICATIONS, TRAINING, EXPERIENCE, ABILITY TO MEET THE NEEDS OF THE DIVISION AND ABILITY TO PERFORM THE DUTIES AND REQUIREMENTS OF THE POSITION. THE REQUIREMENT TO PROVE QUALIFICATION SHALL REST WITH THE EMPLOYEE.

ALL OTHER CANDIDATES WHO MEET THE MINIMUM QUALIFICATIONS WILL BE CONSIDERED FOR INTERVIEW TO EVALUATE THEIR QUALIFICATIONS, TRAINING AND EXPERIENCE IN RELATION TO THE DUTIES AND REQUIREMENTS OF THE POSITION. |
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| POSTED: MARCH 27, 2024 | |

STATE VACANCY ANNOUNCEMENT #24-31

New York State is an Equal Opportunity/Affirmative Action Employer.