



**State
Police**

KATHY HOCHUL
Governor

STEVEN G. JAMES
Acting Superintendent

POSTING DATE: 02/12/2024

APPLICATION DUE BY: 02/22/2024

Title: Program Aide
Starting Salary: \$50,347.00

Location: Division Headquarters
Business Integration Services Unit (BISU)
1220 Washington Avenue
Building 22
Albany, New York 12226
Albany County

Salary Grade: 13

Employment Type: Full-Time

Work Days: Monday-Friday

Union Representation: CSEA Administrative

Program Aides perform a wide variety of professional, technical and administrative duties under the supervision of the program area in which they are assigned. Typical daily tasks focus on the basic analysis, review and first level decision making that assist management with maintaining the daily operations of the program area.

DUTIES

- Create tables and charts using various Microsoft programs, and be able to present gathered information to management in an organized and coherent manner.
- Identify relevant data sources, extract, and validate relevant data and assemble into a written report.
- Research applicable laws, rules, and regulations to find alternative approaches to administrative issues.
- Triage and coordinate the timely processing of Division technology requests.
- Communicate frequently with internal staff as well as external partners both orally and in writing, regarding Program specific questions, referring complex issues to management when appropriate.
- Assist in the review, evaluation, and analysis of reports and records specific to the assignment.

- Monitor technology system development and maintenance on technology end users, including system outage, maintenance and change processes.
- Participate in technology matters with technology companies, providers, partner agencies and end users.
- Participate in development of State Police business processes, new systems provided by or to Division of State Police.
- Participate in researching, administering, and managing enterprise purchasing along with management of inventories and warranties.
- Assist in the technology change management responsibilities in conjunction with Office of Information Technology Services (OTIS) to include monitoring and escalation.
- Assist in the Division's Technology Request Process in conjunction with the Portfolio Management Office.
- Perform other duties as assigned by the Technical Sergeant – Business Integration Services Unit.

MINIMUM QUALIFICATIONS:

- Two (2) years permanent service as a New York State employee in a title allocated Salary Grade 6 or higher,
OR
- One (1) year permanent service as a New York State employee in a title allocated Salary Grade 9 or higher,
OR
- High School diploma and two years of experience in an administrative support role, which includes use of office software (e.g., email, word processing), provision of customer service, business writing, and/or management of an office.

Resumes will be evaluated to determine whether candidates will proceed to the interview phase of the process.

Please be advised that authorization to fill this position is pending Division of Budget approval.

HOW TO APPLY:

Kindly send a letter of intent and complete resume to:

Email: personnelresumes@troopers.ny.gov

Place in the Subject line: *Program Aide*