



**POSTING DATE: 5/6/2025**

**APPLICATION DUE BY: 5/27/2025**

**Title:** State Police Communications Technician  
Starting Salary: \$66,951.00

**Location:** Division Headquarters  
Albany, NY 12226  
Albany County

**Salary Grade:** 18

**Employment Type:** Full-Time

**Work Days:** Monday-Friday

**Union Representation:** PS&T

The State Police Communications Technician, SG-18, will be assigned to the Communications Section at Division Headquarters, Albany, New York.

**DUTIES**

- Provide technical and administrative support to the Division's smart phone program.
- Provide troubleshooting and trouble ticket resolution to State Police personnel with Android and Apple iOS smartphones.
- Support Mobile Device Management and security software.
- Assist in ensuring compliance with Division information security and operational security directives related to mobile device usage.
- Handle distribution, inventory, testing and maintenance of mobile smart device.
- Audit device usages, security and software updates or installation.
- Coordinate with cellular carriers, hardware manufacturers and software suppliers.
- Support mobile command, disaster relief and other law enforcement operations with the configuration of devices, deployment of mobile infrastructure, and deployment of satellite data systems, ad hoc networks, remote cellular sites or other wireless communication technology.

- May assist in the development of a unified communications environment.
- May assist in the development of plans and specifications, selection or development of applications, and procurement of technology and services related to mobile and wireless telecommunications.

### **MINIMUM QUALIFICATIONS**

- Bachelor's Degree in Computer Science, Telecommunications, Technology or Engineering, or
- Two (2) years experience as a State Police Communications Specialist or Public Safety Telecommunicator in a law enforcement agency, and demonstrated knowledge and experience troubleshooting and resolving technical trouble with mobile smart devices, or mobile applications design or technical aspects of commercial wireless data infrastructure; or
- Four (4) Years paid experience in mobile wireless industry, including at least two years providing technical support for consumer smartphones or telecommunications infrastructure.
- 60 College Credits may substitute for two (2) years of the general experience and one (1) year of the technical support experience required above.
- Preference may be given to individuals demonstrating experience with mobile applications designed for public safety agency or military use; and to candidates with a valid New York State driver's license and who can lift and carry 50 pounds.

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

### **HOW TO APPLY:**

Kindly send a cover letter, complete resume, and transcripts to:

**Email:** [personnelresumes@troopers.ny.gov](mailto:personnelresumes@troopers.ny.gov)

**Place in the Subject line:** *Comm Tech*

The New York State Police values a diverse and inclusive workforce where the unique skills of all employees are valued in support of the mission of the Division. Qualified candidates are considered for employment without the regard to age, race, color, religion, gender identity and expression, disability, national origin, gender, sexual orientation, military or veteran status or any other characteristic protected by law. The New York State Police is an equal opportunity/affirmative action employer that accept all applications from a wide range of candidates.

The New York State Police complies with federal and state laws and makes reasonable accommodations for qualified individuals with the disabilities and/or sincerely held religious belief. If a reasonable accommodation is needed to participate in the job

application or interview process, please contact the Division Personnel Office at (518) 457-3840 or [personnel@troopers.ny.gov](mailto:personnel@troopers.ny.gov).