



Division of Administration

Information Technology Bureau—Troy/Latham

Deputy Chief Information Officer for Operations & Enterprise Systems

Reference No. ITB_DCIO/OES_6271

Applications Accepted Until Position Filled

Application Review Begins on June 2, 2023

The Office of the New York State Attorney General's (OAG) [Information Technology Bureau](#) (ITB) is seeking an experienced people manager and strategic technology leader who has a diverse and deep understanding of all aspects of operational technology to serve as the Deputy Chief Information Officer for Operations and Enterprise Systems (DCIO-Ops). The DCIO-Ops will be based in Troy/Latham and reports to the Chief Information Officer (CIO).

The OAG is recognized as a national leader in civil rights, investor protection, labor rights, personal privacy, public safety, and criminal law enforcement. The ITB has the unique responsibility of supporting the OAG as the People's Lawyer in its many and varied initiatives, multiple locations, and numerous platforms. The OAG is responsible for defending the State in litigation, engages in affirmative civil and criminal investigations and litigation, and serves as the chief guardian of the legal rights of the citizens of New York, its businesses, and its natural resources. The Division of Administration and the ITB proudly play a role in the daily support of this mission.

DCIO-Ops is a key leadership role within the ITB, responsibilities will include but not be limited to the following:

- Overseeing the daily operational effectiveness, support and reliability of all systems implemented and maintained by ITB, including mission-critical products, systems, services and resources within the Infrastructure and Operations, Identity Management, Enterprise Applications, IT BC/DR, Communications and Collaboration, Conference Room A/V, Security Operations and Cloud Operations teams.
- Leading a large, cross-functional, geographically distributed team, including managers, represented civil service employees and consultants. Supporting the professional development/advancement of this team by recommending skills trainings, advocating for promotions and assisting with recruitment and retention efforts that advance the OAG's diversity, equity and inclusion principles/goals.
- Interacting regularly with key OAG stakeholders to determine needs and make recommendations for systems, solutions and support strategies.
- Engaging with vendors to find technology solutions for existing and future projects that are in alignment with the strategic plan and OAG practices.
- Collaborating with the Project Management Office to identify, prioritize and ensure the successful execution of key initiatives.
- Partnering with the Information Security Office to develop infrastructure and application security policies, procedures and protocols, including a process for generating regular compliance reports.
- Establishing and maintaining system uptime and service level expectations.
- Developing and sharing communications around system availability and metrics.
- Remaining aware of technology and industry trends and their impacts on ITB planning, business case development, risk assessment, budget management and other operational factors.
- Supporting and advising the CIO in the strategic/operational planning and execution efforts needed to modernize technology across the OAG, including driving other technology management projects and initiatives as needed.

Qualifications

- A bachelor's or master's degree in Computer Science, Information Systems, Business Administration or a related field, or equivalent work experience, **including eight (8) years of progressively responsible management experience at an organization of comparable size and complexity to the OAG.**

- **At least five (5) years of experience supervising IT teams** of at least 30 staff is required.
- Prior IT budget, fiscal planning and capital management experience of at least \$5 million, including experience with government procurement processes, vendor management and audit management best practices is also required.
- Demonstrated experience leading with a security-first approach to systems management, implementation, monitoring and response, including with SecOps team development and incident response.
- Excellent problem-solving, project management, strategic planning, and crisis management skills.
- Self-motivated to deliver a superior customer/end user experience with the ability to communicate (both verbal and written) complex IT information, policies, procedures clearly and accessibly to a variety of audiences/stakeholders.
- Collaborative and innovative, including the ability to cultivate productive working relationships inside and outside of the organization to address issues creatively and cost-effectively, particularly those needing a multidisciplinary approach.
- Prior experience with most, and ideally all, of the following:
 - Extensive experience with identity management systems, including Microsoft AD and Azure AD;
 - Extensive experience with managing virtual (ESX) and cloud infrastructure including Azure (Linux/Windows) and AWS;
 - Management experience with SaaS solutions and collaboration platforms such as Microsoft 365 and Power Apps;
 - Managing a broad stack of application platforms including Java/React based within Oracle/SQL database environments;
 - Complex LAN/WAN/SDWAN/Wireless infrastructure design, implementation and support;
 - Demonstrated experience with the Palo Alto firewalls, SIEM and multi-layered security architecture; and
 - Establishing IT BC/DR plans and operations
- Availability for periodic travel within New York State is required.

The following preferred experience is a plus but not required:

- Prior experience managing large, cross-functional, geographic distributed teams, including managers, civil service employees and consultants.
- Prior relevant work experience in law enforcement, legal or adjacent/related agencies/organizations.
- Experience with managing technology modernization initiatives around cloud adoption, content management and low/no-code platforms.
- Industry certifications from Cisco, Microsoft, Palo Alto, PMP, ITIL, and/or ISC.

The annual salary for this position is \$157,997. We offer a comprehensive New York State benefits package, including paid leave, health, dental, vision and retirement benefits, and family-friendly policies. Additionally, the OAG offers a robust Workplace Flexibilities Program with multiple options for employees, including telecommuting (up to two days per week) and alternative work schedules.

*Candidates from diverse backgrounds are encouraged to apply.
The OAG is an equal opportunity employer and is committed to workplace diversity.*

HOW TO APPLY

Applications must be submitted by email. To apply, please submit your complete application, including each of the items identified below, to recruitment@ag.ny.gov. Applicants must indicate both the position title and reference code (Deputy Chief Information Officer for Operations & Enterprise Systems, ITB_DCIO/OES_6271) in their cover letter and email subject line.

Please be advised that applications will be accepted on a rolling basis. Therefore, you are encouraged to submit your application as soon as possible.*

Applicants must be prepared to submit a complete application consisting of the following:

- **Cover Letter**

- You may address to Legal Recruitment.
- Indicate why you are interested in this position and what makes you a strong candidate.
- Indicate both the position title and reference code (Deputy Chief Information Officer for Operations & Enterprise Systems, ITB_DCIO/OES_6271).
- **Resume**
- **List of three (3) references**
 - Only submit professional references, supervisory references are preferred.
 - Indicate the nature and duration of your relationship to each reference.
 - Include contact information and email addresses for each reference.
 - Please note, your references will not be contacted until after you interview for the position.

If you have questions regarding a position with the OAG and the application process or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov or phone at 212-416-8080.

For more information about the OAG, please visit our website: ag.ny.gov