



**Division of Administration
Information Technology Bureau
Student Assistants
Reference No. ITB_PUGS_2024_2**

Application Deadline is October 18, 2024*

Paid, Part-Time Placements for Graduate and Undergraduate Students

The Office of the New York State Attorney General's (OAG) [Information Technology Bureau](#) (ITB) is seeking applications from graduate and undergraduate students for paid, part-time placements in several different program areas—please see below for details, including available locations. These placements provide an excellent opportunity for students who are either pursuing or are interested in pursuing careers in technology, business, operations, or other related fields. The selected students work with and receive training from the OAG's dedicated and talented team of IT professionals. **Students with immediate availability are preferred.**

The OAG is recognized as a national leader in civil rights, investor protection, labor rights, personal privacy, public safety, and criminal law enforcement. 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 ITB proudly play a role in the daily support of this mission.

Infrastructure and Operations Team *(Multiple Placements Available)*

- Placement availability in Latham (Albany-area).
- Work with IT teams to learn and document standard operating procedures (SOPs).
- Research new technologies to improve IT operational activities.
- Create and execute system test plans and tabulating results.
- Assist with troubleshooting end user reported incidents.
- Review and update network diagrams.
- Perform other assignments and projects as needed.

Client Services Team *(Multiple Placements Available)*

- Placement availability in Latham (Albany-area), Syracuse, and New York City.
- Assist with unboxing, assembling, tagging, deploying, and installing technology assets, particularly for upcoming technology refreshes, which also involves the breakdown and disposal of packaging and shipping materials.
- Organize IT storage rooms and closets to consolidate equipment and mark assets for surplus/e-waste disposal.
- Update asset inventory/tracking to identify duplicates, gaps, and other data integrity issues.
- Maintain asset management reports and spreadsheets, including making updates, merging data, and conducting analysis.
- Assist with drafting and communicating policies and procedures.
- Develop and review technical writing guides.
- Perform other assignments and projects as needed.

Information Security Office

- Placement availability in Latham (Albany-area), Syracuse, and New York City.
- Participate in daily security matrix reviews.
- Assist with vulnerability assessments and infiltration testing.
- Participate in incident investigations, including documenting and tracking these incidents.
- Research policies and best practices and participate in brainstorming meetings with the Information Security Office team to improve internal processes and the OAG's overall cyber security posture.
- Assist with digital investigations, incident response efforts, and other special projects.

Enterprise Applications Team *(Multiple Placements Available)*

- Placement availability in Latham (Albany-area).
- Tracking and monitoring the implementation of major ITB initiatives.
- Conducting research and analysis on the technology used at similar state agencies and entities, including preparing memos and presentations to report findings.
- Working collaboratively with staff in ITB and the OAG's bureaus.
- Assisting with the documentation of existing applications and new application builds.
- Performing data cleansing, analysis, and summarizing large datasets.
- Learning new software applications to assist with proof-of-concept development.
- Performing other qualitative and quantitative research tasks as needed.

Project Management Team

- Placement availability in Latham (Albany-area).
- Assist with a variety of project management tasks to support ITB's ongoing portfolio of projects.
- Assist with user acceptance testing (UAT).
- Develop testing templates and instructions and help to collect and maintain other project documentation.
- Schedule and attend project team meetings, including taking and preparing meeting notes.
- Complete other research, writing, and analytical projects/assignments as needed.

Administration & Finance Team

- Placement availability in Latham (Albany-area).
- Answer and direct incoming calls, including taking and responding to phone messages.
- Schedule and coordinate logistics for internal and external meetings, including preparing documents.
- Prepare and send move requests for processing.
- Report building issues, such as heating and cooling, to building management.
- Maintain and troubleshoot issues with printers, copiers, and other office equipment.
- Order office supplies.
- Process incoming and outgoing mail and prepare packages for shipping by UPS and FedEx.
- Perform other administrative and office support functions as needed.

ITB is seeking applicants with the following qualifications/skills:

- Enrollment in a full-time graduate or undergraduate degree program and a demonstrated interest in information technology.
- Students who are in degree programs with a technology, business, or operations focus are preferred.
- Prior experience in IT support is a plus but is not required.
- Excellent analytical, verbal, and written communication skills.
- Organized, proactive, and detail oriented with the ability to self-manage assignments and deadlines.
- Capable of working well both independently and as a member of a team.
- Comfortable using technology to complete work assignments, including a willingness to learn new software applications as needed, and proficient at using Word, Excel, and Outlook.
- Brings a customer and team-focused mindset to the work.

Placement Details

- **On their scheduled workdays, students must be able to report to their designated workstation to work in-person.**
- **To be eligible for a paid placement, applicants must be able to demonstrate they are full-time graduate or undergraduate students in good academic standing as defined by their schools. Applications from students starting their first year of college/university during the academic year 2024-25 will not be considered.**
- Applicants must be available to work 15-30 hours per week during regular business hours for the remainder of the 2024-25 academic year. Students who are available to work for a longer period are strongly preferred. *Please be advised rehire for additional terms is neither automatic nor guaranteed.*
- The selected candidates will be hired as student assistants and paid hourly at the graduate student rate, which is \$17.55, or the undergraduate student rate, which is \$15.91 - \$17.23 (depending on location).
- U.S. citizenship and NYS residency are not required, but applicants must be eligible to be employed in the U.S.
- Applications will be accepted online, and these placements will be filled on a rolling basis.*
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting the [Divisions and](#)

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

How to Apply

The following section provides detailed information about the application process and application requirements. Please review the complete list of instructions prior to preparing and submitting your application materials online.

- Applications for this placement must be submitted online. To apply, please click on the following link:
[ITB PUGS 2024 2](#)
- **The following four (4) documents are required for each application that is submitted:**
 1. **Cover Letter**
 - You may address your letter to the Legal Recruitment Unit.
 - Please indicate the following information in your cover letter:
 - ✓ Your location preference. *Students must be available to work in-person.*
 - ✓ Work schedule availability. *Students must be available to work during normal business hours for at least 15-30 hours per week.*
 - ✓ The team or teams you prefer to work with in IT. See above for details.
 - ✓ Why you are interested in this/these team(s) and what makes you a strong candidate. You may wish to include information about what life experiences you will bring to the position that will enhance the OAG's ability to better serve the diverse population of this state.
 2. **Resume**
 - Ensure your resume is complete and current prior to submitting your application.
 3. **List of three (3) references.**
 - Submit only professional (i.e., supervisor or professor) references.
 - For each reference, indicate the nature and duration of your relationship.
 - Include contact information and email addresses for each reference.
 - Please note that your references will not be contacted until after you interview for the placement.
 4. **Writing Sample**
 - You may choose to submit a paper that you completed for school or a writing sample that you produced during an internship or externship.
 - Submit a sample that demonstrates your ability to analyze and organize information into an effective document.
 - We recommend submitting a sample that is 3-6 pages in length.
 - If needed, please include a cover page providing the reviewer with any relevant background information or context.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please submit your application for this placement at least three (3) weeks prior to any deadlines that could impact your candidacy and note this in your cover letter.

If you have questions about a placement with the OAG, the application process or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov.