EMPLOYMENT ANNOUNCEMENT

TITLE: MANAGER INFORMATION TECHNOLOGY SERVICES 1
STATUS: PERMANENT NON-COMPETITVE
BUREAU: INFORMATION TECHNOLOGY
LOCATION: LATHAM
SALARY: PEF SG27 ($106,898 – $131,665)

QUALIFICATIONS:

- 4+ years of experience with O365 Administration and troubleshooting.
- 4+ years of experience with SharePoint/OneDrive Administration and troubleshooting.
- 4+ years of experience with Teams Administration and troubleshooting.
- Experience with administration of Microsoft Exchange 2016 or Exchange 2019 in a hybrid environment.
- Experience with Office 365, Exchange, SharePoint automation using PowerApps/PowerShell scripts.
- Experience with services such as MS Purview Premium, DLP, Retention Policies, Email Encryption, and Threat Protection.
- Experience with configuring and troubleshooting MS Entra/Azure AD.
- Experience with MS Intune for mobile device administration.

PREFERRED QUALIFICATIONS:

- Experience with UCaaS/CCaaS implementation, management, and support (Zoom, NICE and/or RingCentral).
- Experience with Microsoft Data Classification, AI readiness/controls and Security initiatives.
- Experience with Enterprise Content/Document/Records Management with SharePoint.

JOB SUMMARY:

Under the direction of the Manager Information Technology Services 2, SG29, the Manager Information Technology Services 1, SG27, will lead the Communications and Collaboration unit, managing and monitoring OAG's M365 services and infrastructure. The incumbent will also lead the Unified Communications as a Service (UCaaS)/Contact-Center as a Service (CCaaS) implementation and support for the future state of communication within the OAG. This team will consist of an existing Microsoft Office 365 (O365) Support administration unit while expanding its scope to manage and support all communications and collaboration technologies for the OAG.

DUTIES:
- Manage and monitor OAG's O365 services including both production and test (cloud and hybrid) environments.
- Manage OAG's O365 tenants and all associated products including, but not limited to, Exchange Online, SharePoint, OneDrive, Teams, ExpressRoute, Entra Multi Factor Authentication (MFA) and other services.
- Administration and monitoring of Proofpoint on Demand email filtering subscription.
- Administration and monitoring of Exchange Online Protection and Advanced Threat Protection (ATP).
- Administration and monitoring of O365 security policies, alerts, suspicious user activities and data loss prevention (DLP).
- Administration of on-premises Exchange hybrid environment and Entra AD Connect servers.
- Exchange administration tasks including, but not limited to creation of remote mailboxes, shared mailboxes, distribution lists, Groups, calendaring, mailbox access, contacts, etc.
- Manage users, groups, and resources in on-premises Active Directory as well as licenses and permissions for O365 products/services.
- Create and manage permissions and access for user requested SharePoint sites.
- Troubleshoot and resolve issues with user email access and accounts providing timely and effective support.
- Deliver support for full suite of applications within the Office 365 suite including Exchange Online, OneDrive, Outlook, Teams, SharePoint, and Power Platform.

- Keep abreast of the latest O365 features and updates, and ensure any actions needed to prepare for upcoming changes have been put in place.
- Process O365 compliance tasks such as litigation holds/preservations/FOILs/email pulls using Microsoft Purview Premium and other tools.
- Write or maintain scripts using PowerShell or Microsoft Graph API to automate or optimize O365 related tasks.
- Provide escalated support for complex O365 technical issues.
- Monitor, triage and assign ServiceNow incidents and requests and ensure completion within agreed upon service level objectives.
- Supervision of ITS-2, ITS-3, ITS-4 staff and/or contracted consultants.
- Lead all recruitment efforts for the team ensuring that the best possible candidates are selected.
- Plan, implement, integrate, transition to, and perform ongoing support of a modern UCaaS/CCaaS solution integrated with the M365 and OAG desktop computing environment.
- Delegate tasks, including the testing/verification of task completion and correctness.
- Other duties as assigned.

<u>HOURS OF WORK:</u>
The agency's hours of operation are Monday through Friday, between 8:30 a.m. and 5:00 p.m. (37.5 hours/week). Scheduling determinations are dependent upon the needs of each bureau and will be communicated during interviews.

<u>HOW TO APPLY</u>

In your submission, you must provide sufficient information to determine from your resume and/or cover letter that you meet the minimum qualifications stated above. If a certificate or degree is required to demonstrate that you meet the minimum qualifications, you must provide proof that you hold the required certificate or degree. To apply, please send your resume, cover letter, and a copy of your degree/transcript (if applicable) to HR.Recruitment@ag.ny.gov. Be sure to include Vacancy # 190208 and Title of the position in the subject heading of your email.

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

Posted June 13, 2025