

# EMPLOYMENT ANNOUNCEMENT



**TITLE: MANAGER INFORMATION TECHNOLOGY SERVICES 1**

**STATUS: PERMANENT NON-COMPETITIVE**

**BUREAU: INFORMATION TECHNOLOGY BUREAU**

**LOCATION: LATHAM**

**SALARY GRADE (SG): SG-27 (\$106,898-\$131,665)**

We are seeking talented and motivated support staff to work with our attorneys in the State's law firm. The selected candidate will be part of a fast-paced office, gaining experience while providing public service on behalf of the State of New York. The [Attorney General](#) serves the public interest of all New Yorkers in matters affecting their daily lives, enforcing laws to protect consumers, tenants, patients, workers, investors, and charitable donors. The office coordinates statewide civil and criminal investigations, promoting economic and social justice, encouraging harm-reducing public health strategies, and preserving the state's environment.

Careers with the State offer multiple benefits, including **paid vacation leave (13+ days per year)**, sick leave, **paid State holidays off**, **health insurance** including vision & dental, entry into the **NYS retirement** (pension) system, education and training, eligibility for public student loan forgiveness, and **job stability with promotional opportunities**. Workplace flexibilities include multiple options for employees, including **telecommuting** (up to two days per week) and alternative work schedules.

## **MINIMUM QUALIFICATIONS**

- 4+ years' experience with O365 Administration and troubleshooting.
- 4+ years' experience with SharePoint/OneDrive Administration and troubleshooting.
- 4+ years' 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**

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

## **DUTIES**

The Office of the Attorney General (OAG) Information Technology Bureau (IT) is seeking a Manager Information Technology Services 1 to lead the Communications and Collaboration unit. This reimagined support group will consist of an existing Microsoft Office 365 (O365) administration unit while expanding its scope to manage and support all communications and collaboration technologies for OAG. The incumbent's responsibilities will include managing and monitoring OAG's M365 services and infrastructure. This role will also lead the UCaaS/Contact-Center-aaS (CCaaS) implementation and support for the future state of communication within 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.
- Administer and monitor Proofpoint on Demand email filtering subscription.
- Administer and monitor Exchange Online Protection and Advanced Threat Protection (ATP).

- Administer and monitor O365 security and conditional access policies, alerts, suspicious user activities and data loss prevention (DLP).
- Administer 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 lower level 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 support of a modern UCaaS/CCaaS solution integrated with the M365 and OAG desktop computing environment.
- Delegate tasks to staff and the testing/verification of task completion and correctness.
- Other duties as assigned.

## **HOURS**

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 depend on the needs of each Bureau and will be communicated during interviews.

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## **ADDITIONAL COMMENTS**

For new State employees appointed to graded positions, the annual salary is the hiring rate (beginning of the Salary Range) of the position. Promotion salaries are calculated by the NYS Office of the State Comptroller (OSC) in accordance with NYS Civil Service Law, OSC Payroll rules and regulations, and negotiated union contracts.

The Office of the NYS Attorney General (OAG) cannot provide sponsorship for work authorization. Candidates need to be authorized to work in the United States to be employed by this agency. It is incumbent upon employees to maintain work authorization for the duration of their employment with the OAG. This agency does not participate in E-Verify for work authorization purposes.

## **HOW TO APPLY**

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](mailto:HR.Recruitment@ag.ny.gov). Be sure to include the Vacancy # 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.*

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