

## EMPLOYMENT ANNOUNCEMENT



**TITLE: INFORMATION TECHNOLOGY SPECIALIST 3**

**STATUS: PERMANENT**

**BUREAU: INFORMATION TECHNOLOGY**

**LOCATION: LATHAM**

**SALARY GRADE (SG): PEF SG23 (\$86,681 - \$109,650)**

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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.

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### MINIMUM QUALIFICATIONS

#### **NY HELPS:**

This title is part of the New York Hiring for Emergency Limited Placement Statewide Program (NY HELPS).

For the duration of the NY HELPS Program, this title may be filled via a non-competitive appointment, which means no examination is required but all candidates must meet the minimum qualifications of the title for which they apply.

At a future date (within one year of permanent appointment), it is expected employees hired under NY HELPS will have their non-competitive employment status converted to competitive status, without having to compete in an examination. Employees will then be afforded with all of the same rights and privileges of competitive class employees of New York State. While serving permanently in a NY HELPS title, employees may take part in any promotion examination for which they are qualified.

#### **NON-COMPETITIVE QUALIFICATIONS:**

Five years of professional experience in the following computer related areas: network, server, storage, and systems management; telecommunications, IT customer support and training; computer installation, diagnosis, and repair; technical writing; computer security; knowledge management; database administration, design, and management; internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing.

OR

A bachelor's degree in any field including or supplemented by 15 semester credit hours in computer science and two years of experience; or a bachelor's or higher-level degree in any field and three years of experience; or an associate degree with 15 semester credit hours in a computer science field and four years of experience.

#### **PREFERRED QUALIFICATIONS:**

- 3+ years of experience in managing digital records in Microsoft 365 Sharepoint Online Government Cloud enterprise content management (ECM) systems and information governance in a legal or public agency setting.
- Familiarity with a range of technology platforms and tools for digital records management and IT systems integration, including:

- Enterprise Content Management (ECM) and Document Management Systems such as Microsoft Sharepoint/Purview/Syntex, OpenText, IBM Filenet
  - Records Retention and Compliance Systems (e.g. Recordpoint, Colligo)
  - Cloud Storage & File Sharing Platforms
  - Metadata Management & Document/Content Labeling Tools
  - E-Discovery & Legal Hold Tools
  - Data Governance & Security Platforms
  - Records Audit and Reporting Tools
- 3+ years of experience in managing digital records, enterprise content management (ECM) systems, or information governance, preferably in a government or legal services organization.
  - Proven experience with records management systems, document management systems, and e-discovery tools.
  - Hands-on experience working with cloud-based storage solutions and integrating records management systems with other IT infrastructure and systems.
  - Proficient in ECM, document management, and records management platforms (e.g., SharePoint/Purview RM, OpenText, IBM Filenet).
  - Strong knowledge of data security practices and regulatory requirements related to digital records (e.g., HIPAA, GDPR, NARA).
  - Expertise in managing metadata, document classification, and labeling preferably with automation.
  - Familiarity with data governance frameworks, digital content labeling, and retention policies.
  - Experience with e-discovery, legal hold management, and audit practices in a digital context.
  - Strong problem-solving and analytical skills, with the ability to troubleshoot technical issues related to digital records systems.
  - Excellent communication skills and the ability to train and support non-technical staff on digital records management.
  - Possess certifications in Certified Records Manager (CRM) and Information Governance Professional (IGP)
  - Ability to work at a computer for extended periods of time.
  - Ability to lift and carry up to 25 pounds, occasionally handling physical records.

#### **OTHER WAYS TO QUALIFY:**

Reachable on the Department of Civil Service Eligible list for Information Technology Specialist 3.

OR

Eligible for a lateral transfer or eligible for transfer under 52.6 or 70.1 of the Civil Service Law by having one year of permanent competitive service in an appropriate title. To determine if your current Civil Service title is eligible for transfer to this title, visit the [Career Mobility GOT-IT website](#).

OR

55 B/C: This position is eligible for 55b/c appointment, and candidates with 55b/c eligibility are encouraged to apply. To be eligible for a 55b/c appointment, the candidate must be enrolled in the Civil Service 55b/c program and meet the minimum qualifications listed above.

#### **DUTIES**

Under the direction of the Assistant Director – Enterprise Data and Governance the Information Technology Specialist 3 (SG23) will work within the Office of the NY Attorney General’s IT Bureau’s Enterprise AI, Data and Analytics unit to oversee the lifecycle of digital records and information management systems across the organization. This role will focus on ensuring that the agency’s electronic records, documents, and data are

appropriately created, stored, managed, and disposed of in compliance with legal, regulatory, and policy requirements. The incumbent will leverage technology and digital solutions to implement effective records management strategies, with a focus on data security, governance, and operational efficiency.

Duties:

- **Digital Records Management (RM):** Manage and support the end-to-end lifecycle of electronic records and information systems, ensuring digital records are created, stored, and retrieved in a secure and compliant manner.
- **Enterprise Content Management (ECM) Systems:** Implement and maintain record management functions in ECM systems that support document management, collaboration, and compliance. Assist with the integration of ECM/RM with other IT systems, databases, and platforms.
- **Information Governance & Architecture:** Develop and enforce information governance policies within the IT infrastructure, including data classification, metadata management, and digital content labeling standards and automation.
- **Records Security & Compliance:** Work with the IT security team to ensure that records and documents are secure, meet compliance requirements (e.g., HIPAA, GDPR, NARA), and are protected from unauthorized access, tampering, or loss.
- **Document Discovery & Legal Compliance:** Collaborate with legal and compliance teams to support electronic discovery efforts, including managing document retention schedules, legal holds, and e-discovery/FOIL processes. Ensure that all digital records are readily available and appropriately indexed for legal and regulatory review.
- **Records Retention & Destruction:** Develop and manage electronic retention schedules in compliance with state and federal regulations, ensuring records are appropriately archived or securely destroyed when no longer needed.
- **System Integration & Support:** Work closely with other departments to integrate digital records management into the agency's broader IT ecosystem, ensuring interoperability between various platforms (e.g., ECM, document management systems, third party platforms).
- **Training & Support:** Assist and provide input for training for staff on the use of records management systems and best practices for managing digital records and content within the organization.
- **Audit & Reporting:** Regularly audit digital records management systems to ensure adherence to retention policies, legal requirements, and internal standards. Provide reports and recommendations to senior management on records management performance and compliance.
- **Continuous Improvement:** Identify and recommend improvements to digital records management systems and processes, focusing on automation, data integrity, and improving efficiency in records handling.
- 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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**Posted** May 20, 2026