VACANCY ID #228089

EMPLOYMENT ANNOUNCEMENT

TITLE: PROJECT COORDINATOR

WORKING TITLE: DESKTOP SUPPORT NYC MANAGER

STATUS: TEMPORARY

BUREAU: INFORMATION TECHNOLOGY

LOCATION: NEW YORK

SALARY GRADE (SG): NS ($111,708-$137,590)

***Base salary will include an additional $4,000 per year in downstate adjustment location pay.**

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

Nine years of experience in IT client service improvement and standardization. Two years of this experience must have been at the managerial level.

Substitutions:
An associate's degree may substitute for two years of specialized experience; bachelor's degree may substitute for four years of specialized experience; master's degree may substitute for five years of specialized experience; J.D. may substitute for six years of specialized experience; Ph.D. may substitute for seven years of specialized experience.

PREFERRED QUALIFICATIONS

- Proven experience in a leadership role.
- Excellent communication skills and the ability to anticipate the needs of customers.
- Must demonstrate strong analytical thinking skills.
- Experience working in a Windows based environment.
- Experience troubleshooting and resolving hardware and software issues.
- Should possess strong problem-solving skills and the ability to make sound judgement calls.
- Superior organizational and time management skills.
- Innovative, creating thinking skills to ensure the organization is providing a cutting-edge client experience.

DUTIES

Under the direction of the Director of Client Services (Manager Information Technology Services 2, SG-29,) the Project Coordinator, NS, will serve as the Desktop Support NYC Manager and will lead a multi-disciplinary team (Desktop Support, Mobile Device Support, Software Support, Asset Management) to improve overall service delivery and technology upgrade efforts at the 28 Liberty office in New York City. The manager will establish Service Level Agreements/Service Level Objectives, Key Performance Indicators, updated Standard Operation Procedures and build out a reporting, review and improvement plan to achieve measurable outcomes.

- Lead the Desktop Support NYC and Mobile Device Support teams to oversee the day-to-day operations and improve the overall quality of client services offered to the OAG's attorneys, investigators and other staff located at the 28 Liberty office.
- Review and update existing ticket management, asset management, change management and other internal SOP's to identify pain points and areas for improvement.
- Define, recommend and implement service level agreements (SLA's), service level objectives (SLO's) and key performance indicators (KPI's) for 2nd and 3rd level hardware, software and mobile support staff.
- Work with management to set target timebound service delivery metric improvement goals based on defined KPI's, including customer satisfaction and ticket resolution time.
- Build custom ticket dashboard reports and review regularly with staff and management to identify and highlight trends, improvements and potential issues.
- Work closely with the Director of Client Services to assist with leading large-scale statewide project rollouts, including Technology Refresh and iPhone upgrades as well as in person support for enterprise-wide software and service upgrade deployments. Coordinate with the PMO, I&O and ASB teams to define project requirements, deployment schedule and staff responsibilities.
- Provide in-office and remote support directly to the AG and Executive support staff.
- Coordinate meeting and event support at 28 Liberty, including providing requested hardware/software, supporting the in-room A/V equipment and assigning in-person staff assistance as needed.
- Meet regularly with team members to review the open ticket queue and assign out open requests to ensure proper prioritization, thorough documentation and timely resolution; ensure shipped/delivered equipment, new user setups and VIP/Executive requests are fulfilled in a timely manner.
- Manage the Verizon mobile billing account to ensure usage charges are in line with expectations, unused lines are regularly reviewed and deactivated as needed and international travel requests are fulfilled in a timely manner.
- Manage the organization of downstate inventory and asset assignments. Ensure that IT workspace and storage areas are kept in an organized, labeled, secured and manageable state.
- Participate in the procurement of equipment and software as well as warranty and license renewals and submit purchase request recommendations.
- Work closely with outside vendors, Admin Services and the Warehouse team to coordinate hardware deliveries, moves, surplus/e-waste pickup and make decisions for equipment and storage space organization and labeling.
- Oversee multiple teams of subordinate staff, regularly conduct personnel evaluations and coach and support team members to help them meet departmental goals.
- 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.

ADDITIONAL COMMENTS

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. 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. The Office of the NYS Attorney General provides reasonable

accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify us at HR.Recruitment@ag.ny.gov or (518) 776-2500.

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