VACANCY ID # 228072

EMPLOYMENT ANNOUNCEMENT

TITLE: PROJECT ASSISTANT

WORKING TITLE: ENTERPRISE CONTENT MANAGEMENT (ECM) BUSINESS ANALYST

STATUS: TEMPORARY

BUREAU: INFORMATION TECHNOLOGY

LOCATION: LATHAM

SALARY GRADE (SG): NS ($90,582-$114,585)

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

Seven years of business analysis experience across the full System Development Life Cycle, including requirements elicitation, process/design documentation, testing/User Acceptance Testing, and stakeholder communications.

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

- Experience delivering ECM/records management solutions on Microsoft 365/SharePoint Online GCC, including information architecture, metadata, retention, and eDiscovery.
- Experience in state or federal government; law firms; courts; investigations; law enforcement; or regulatory agencies.
- Hands-on with content migration planning, change management, and user adoption at enterprise scale.
- Familiarity with Microsoft Purview and sensitivity labels, Power Platform (Power Automate/Power Apps), and search optimization.
- Professional certification (e.g., CBAP, Prosci, AIIM ECM) or equivalent experience.

DUTIES

Under the direction of the Enterprise Content Management (ECM) Program Manager, (Project Coordinator) the Project Assistant, NS, will serve as the ECM Business Analyst and will work closely with our implementation contractor team to co-lead requirements discovery, documentation, and validation across bureaus; translate business needs into user stories and process and information architecture designs; and partner with vendor teams, enterprise application teams, and other bureaus to deliver measurable outcomes.

- Review as-is documents, pain points and work processes to identify information pertinent to the project and remaining gaps in discovery.
- Lead structured discovery to elicit additional requirements, business rules, and success metrics across diverse stakeholder groups.
- Define and maintain information architecture, security models, and records retention requirements in alignment with governance.
- Document current 'as-is' processes and collaborate with the development team to design future 'to-be' workflows leveraging Microsoft 365/SharePoint Online GCC, Power Automate, and related tools.
- Partner with engineering and vendor teams on solution design; participate in configuration reviews and design decisions.
- Plan and execute testing (test plans, scenarios, data, UAT); track and triage defects through resolution.
- Lead key change management and adoption activities (communications, training content, pilot planning, feedback loops); measure and report adoption and satisfaction.
- Coordinate migration planning and cutover readiness; validate content quality, permissions, and retention policies post-migration.
- Support integration needs between ECM and non-M365 systems; ensure responsible use of AI and enterprise search capabilities.
- Contribute to governance (standards, patterns, playbooks) and provide ongoing analytical reporting on ECM platform health and usage.
- Assist the vendor team in accessing relevant OAG internal documentation and help facilitate vendor engagement with OAG stakeholders.
- Review all vendor BA deliverables for completeness and accuracy.
- 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.

Posted October 30, 2026