VACANCY ID #228911

EMPLOYMENT ANNOUNCEMENT

TITLE: INFORMATION TECHNOLOGY ARCHITECT 1

FUNCTIONAL TITLE: UNIFIED COMMUNICATIONS LEAD

STATUS: PERMANENT – PENDING NON-COMPETITIVE

BUREAU: INFORMATION TECHNOLOGY

LOCATION: LATHAM

SALARY GRADE (SG): SG25 ($100,671-$126,875)

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.

NON-COMPETITIVE QUALIFICATIONS

Six (6) years of Information Technology experience, four of which must be in supporting enterprise VoIP, telecommunications, or Unified Communications engineering.

Substitutions:
A bachelor's degree in computer science, computer engineering, information technology or a related field and two years of specialized experience OR an associate's degree and four years of specialized experience.
A master's degree may substitute for one year of specialized experience.
A Ph.D. may substitute for two years of specialized experience.

PREFERRED QUALIFICATIONS

- 3+ years' experience with supporting UCaaS platforms (Webex Calling, Zoom, RingCentral, 8x8, etc.).
- 3+ years' experience with Cisco communication platforms such as Call Manager, Contact Center, Emergency Responder, etc.
- 2+ years' experience with supporting CCaaS platforms (NICE, Genesys, RingCentral, etc.)
- 1+ year experience with M365 collaboration tools such as Skype or Teams.
- Strong understanding of network fundamentals (TCP/IP, QoS, SIP, etc.).
- Familiar with voice networking (SIP trunking, Session Border Controllers (SBCs), call routing, dial plans, E911 compliance, etc.).
- Knowledge of cloud networking and security principles.

DUTIES

Under the direction of the Communication & Collaboration Manager (Manager Info Tech Services 1), SG27, the Information Technology Architect 1, SG-25, will serve as the Unified Communications Lead overseeing the Unified Collaboration as a Service (UCaaS) and Contact Center as a Service (CCaaS) team within the Information Technology Bureau. The incumbent will perform a critical role in developing, deploying and maintaining the OAG's UCaaS solution. The incumbent is responsible for managing a team of talented UCaaS professionals to ensure the continued success of OAG's communication platforms.

- Plan, implement, integrate, transition to, and perform ongoing support of a modern UCaaS/CCaaS solution integrated with the M365 and the OAG desktop computing environment.

- Work to standardize communications and collaboration systems at OAG to reduce technical debt, costs and improve user productivity.
- Drive adoption and optimization of OAG communication tools by promoting benefits and providing excellent customer service.
- Maintain licenses and cost controls for OAG communication services.
- Collaborate with the Data Communications and O365 Support teams to ensure seamless service delivery and integration with existing communication platforms (Microsoft Teams, Webex, Zoom, etc.).
- Work with the business users to research and provide best in class solutions for requested call queues, hunt groups, contact centers, etc.
- Consolidate and standardize OAG's existing contact centers while ensuring consistency of standards and features.
- Maintain, monitor and support communication survivability equipment and plans in the event of system failures.
- Ensure security and reliability of OAG communications and adherence to standard and compliance where applicable.
- Monitor, triage and assign ServiceNow incidents and requests and ensure completion within agreed upon service level objectives.
- Stay up to date with latest UCaaS trends and best practices.
- Perform the full range of supervisory responsibilities.
- 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 initial appointment for this position may be temporary until the Jurisdictional Class is changed to non-competitive, at which point the appointment will be made permanent.

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. 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.

Posted November 16, 2026