



**Division of Administration**  
**Information Technology Bureau—Capital Region**  
**Student Assistant**  
**Reference No. ITB/CPI\_CR\_PUGS\_SPR\_2022**

**Application Deadline is February 11, 2022**  
**Spring Semester 2022 Paid Placement for Undergraduate Students**

The New York State Office of the Attorney General's (OAG) Information Technology Bureau (ITB) is seeking a motivated student to join its Cell Phone Inventory Team. The ITB is responsible for managing IT activities for the entire OAG. The ITB provides for the sustained, efficient, and effective delivery of IT services ensuring that all OAG staff have access to the appropriate technologies, hardware, software, and a secure infrastructure necessary to complete their jobs efficiently and productively. The scope of ITB's work also involves providing end user support to its customer base.

Under the general supervision of an Inventory Manager, the selected student will support the OAG's User Services' Call Center. Candidates must possess strong phone communication and customer service skills. The student's responsibilities will include providing phone support for users statewide using remote tools (if necessary) to offer one-on-one assistance. The goal is to provide users with same day problem resolution. Any unresolved problems will be routed via Help Desk Ticketing Software to the appropriate team for resolution. **Applicants must have immediate availability.**

**Duties will include, but are not limited to the following:**

- Completing an inventory on all OAG iPhones;
- Performing factory resets on reclaimed iPhones received from users;
- Reporting mandatory mobile device information to the Asset Management system;
- Preparing iPhones for deployment to users after all requirements have been met;
- Generating iPhone reports from the Asset Management system; and
- Following up with users to confirm iPhones were received in working order.

**Preferred Qualifications are as follows:**

- Strong interpersonal, written, and oral communication skills;
- Customer service experience;
- Previous experience working with apple iOS;
- Exceptional organizational skills;
- Experience working with iPhone models 7-11 and SE;
- Ability to perform software related/cosmetic repair; and
- Experience with Windows, Outlook, and Excel.

**Placement Details**

- **Due to COVID-19, this placement will be a hybrid of half in office work and half remote work consistent with all health and safety guidelines. Therefore, students must be available to work from the OAG offices located in either Latham, NY or Troy, NY, as specified by their supervisor.** Per OAG policy, confirmation of full vaccination status will be required for this placement. If you are not fully vaccinated, you will be required to provide negative COVID-19 test results at a frequency determined by the agency. The agency will consider religious and reasonable accommodations. For more information, please contact [recruitment@ag.ny.gov](mailto:recruitment@ag.ny.gov).
- **Applications from students entering their first year of college/university during the academic year 2021-22 will not be considered.**
- **Applicants for paid student positions must be full-time students in good academic standing as defined by their**

**schools.**

- Applicants must be available to work up to 15 hours per week during regular business hours. *Please be advised that reappointment for additional semesters/terms is possible but neither automatic nor guaranteed.*
- The selected candidate will be hired as a student assistant and paid at the hourly at the undergraduate rate which is \$14.71.
- Applications will be accepted online and this position will be filled on a rolling basis.
- Applicants must be available by video conference for interviews.
- U.S. citizenship and NYS residency are not required, but applicants must be eligible to be employed in the U.S.
- Applicants are encouraged to learn more about the OAG prior to submitting their applications by visiting [the Divisions and Bureaus](#) and [Media](#) sections of the OAG website.

*Candidates from diverse backgrounds are encouraged to apply.  
The OAG is an equal opportunity employer and is committed to workplace diversity.*

## How to Apply

The following section provides detailed information about the application process and document requirements. Please review all of the instructions prior to preparing and submitting your application materials online. To apply, please click on the following link: [ITB/CPI CR PUGS SPR 2022](#)

**To ensure consideration, applications must be received by close of business on February 11, 2022.**

- Applications are being received online. Applications are submitted separately for each bureau/regional office, and an applicant's candidacy for each application is determined separately by each bureau/regional office.
- **The following documents are required for each application that is submitted:**  
(Click on the document name to learn more)
  1. [Cover Letter](#)
    - Address to Legal Recruitment.
    - Indicate why you are interested in a placement with the OAG and why you are the best candidate.
    - Indicate your availability and preferred work schedule.
  2. [Resume](#)
    - Ensure your resume is complete and current prior to submitting your application.
  3. **List of three (3) [references](#).**
    - Submit only professional (i.e., supervisor or professor) references.
    - Indicate the nature and duration of your relationship to each reference.
    - Include contact information and email addresses for each reference.
    - Please note, your references will not be contacted until after you interview for the placement.
  4. [Writing Sample](#)
    - Select a sample from an assignment you prepared for school that demonstrates your ability to analyze and organize information into an effective document.
- **Failure to submit a complete application will delay the consideration of your candidacy.**
- Please allow at least three (3) weeks for your application to be processed and reviewed by the hiring bureau/regional office. You may submit an application status request [by clicking here](#).

**If you have questions about a placement with the OAG, the application process or need assistance with submitting your application, please contact the Legal Recruitment via email at [recruitment@ag.ny.gov](mailto:recruitment@ag.ny.gov).**