



Criminal Justice Division
Medicaid Fraud Control Unit – Rochester
IT Support Specialist, Electronic Investigative Support Group
Reference No. MFCU/EISG_ROC_ITSS_6460

Application Deadline is October 23, 2026

The Office of the New York State Attorney General's (OAG) [Medicaid Fraud Control Unit](#) (MFCU) is seeking an IT Support Specialist for its Electronic Investigative Support Group (EISG). EISG manages a network across eight (8) regional offices and provides IT services to support MFCU's mission to investigate, prosecute, and bring affirmative civil cases against individuals and corporate entities responsible for improper or fraudulent Medicaid billing schemes, as well as to investigate and prosecute allegations of abuse and neglect of residents in nursing homes and other residential healthcare facilities. The importance of this work is highlighted in [OAG's report](#) investigating allegations of COVID-19-related neglect of nursing home residents across New York state. Working out of MFCU's Rochester Regional Office, the IT Support Specialist will join a statewide team and primarily support three (3) of MFCU's Western New York regions, Buffalo, Syracuse, and Rochester, while contributing to unit wide projects and initiatives.

Duties:

- Provide comprehensive, on-site technical support and maintenance to end users, including managing the Microsoft Windows Suite on desktops/laptops, Microsoft 365, and the Windows server environment.
- Install, maintain, and support operating systems, updates, client-side applications, and mobile devices.
- Diagnose and resolve both wired and wireless network connectivity issues to ensure reliable performance.
- Implement security policies, manage access, and apply security updates to protect organizational data.
- Develop and maintain documentation and test plans pertaining to operating procedures for new technologies.
- Collaborate with external vendors and manufacturers to resolve systems issues efficiently.
- Stay current with hardware and software advancements through independent continuing education, particularly regarding emerging technologies.
- Establish and maintain professional working relationships with internal and external stakeholders.
- Regular travel is required to assist in on-site coverage for other regional offices, including Buffalo and Syracuse.
- Other duties as assigned.

Qualifications:

- **At least two (2) years of experience** in a technology support position within a large organization.
- An associate or bachelor's degree in a relevant information technology field is preferred.
- A well-rounded skillset in the following technical areas:
 - Support and maintenance of IT systems, including printers and other related peripheral devices
 - Microsoft Windows 11
 - Microsoft 365 Suite, including strong skills in Microsoft Desktop Applications
 - Adobe products, including Adobe Acrobat

- Experience with networking hardware, VMware, and Microsoft SharePoint a plus
- Self-motivated to deliver an excellent customer/end user experience.
- The ability to communicate complex IT information clearly and accessibly to a variety of audiences and stakeholders, both verbally and in writing.
- Excellent analytical, communication, teamwork, problem-solving, and organizational skills, as well as the ability to function as an integral part of a team and independently.
- Capable of working efficiently under tight deadlines.
- Available for regular travel in New York state.

The annual salary for this position is \$86,686. As an employee of OAG, you will join a team of dedicated individuals who work to serve the people of our state through a wide variety of occupations. We offer a comprehensive New York state benefits package, including paid leave, health, dental, vision and retirement benefits, and family-friendly policies. Additionally, OAG offers a robust Workplace Flexibilities Program with multiple options for employees, including telecommuting (up to two days per week) and alternative work schedules.

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

How to Apply

Applications are being received online. To apply, please visit our careers website: www.ag.ny.gov/job-postings/other

To ensure consideration, applications must be received by close of business on October 23, 2026.

Applicants must be prepared to submit a complete application consisting of the following:

- **Cover Letter**
 - You may address your letter to the Legal Recruitment Unit.
 - Indicate why you are interested in this position and what makes you a strong candidate. You may wish to include information about what life experiences you will bring to the position that will enhance OAG's ability to better serve the diverse population of this state.
- **Resume**
- **Writing Sample**
 - Your sample should demonstrate your ability to analyze and organize information into an effective document that is well-organized and error-free.
 - If needed, please include a cover page to provide the reviewer with any relevant context or background information.
- **Reference List**
 - Submit a list of three (3) professional references; supervisory references are preferred.
 - For each reference, indicate the nature and duration of your relationship.
 - Include contact information and email addresses for each reference.
 - Please note that your references will not be contacted until after you interview for the position.

The OAG provides reasonable accommodations for applicants with disabilities. If you have questions regarding a position with OAG, the application process, or need assistance with submitting your application, please contact Legal Recruitment via email at recruitment@ag.ny.gov or phone at 212-416-8080.

For more information about OAG, please visit our website: ag.ny.gov