

Information Technology Director, Operations Office of the Inspector General (OIG)

About the Office of the Inspector General (OIG or Office)

The Massachusetts OIG is at the forefront of promoting effective government and the responsible use of public money and property. The OIG is an independent state agency charged with preventing and detecting fraud, waste, and abuse in the use of public funds and public property. The OIG has broad oversight of how state and local governments use federal, state and local funds and property.

The Office is led by the Inspector General of the Commonwealth, who is appointed by the Governor, Attorney General and Auditor. M.G.L. c. 12A, § 2. The OIG is organized into three bureaus: Specialty & General Government, Legal & Compliance, and Operations, Training & Publications. The bureaus focus on specific agencies, issues, or functions. See [About The OIG | Office of the Inspector General \(OIG\)](#) for more information about the OIG.

Further details may be found at [Chapter 12A \(malegislature.gov\)](#).

Operations Bureau

The Operations Bureau (OPS) plays a crucial role within the OIG. It is responsible for a variety of functions including budgeting, human resources, office administration, case management, procurement, operations, information technology, cybersecurity and records management.

Information Technology Director: Position Overview

The Information Technology Director (IT Director) will be responsible for providing architectural and technical solution vision, direction, and guidance, with an eye towards providing modern, improved, and state-of-the-art solutions that meet the goals of the OIG and meet Executive Office of Technology Services and Security (EOTTS) guidelines. The OIG is looking to modernize our technological offerings to enable our workforce to be more efficient, enhancing communication and collaboration, and streamlining processes. This position will coordinate the installation, implementation and maintenance of network hardware and software, including cloud-based systems. The incumbent will also collaborate with business stakeholders, to gather information and insights on pain points, challenges, and envisioned improvements. This position is responsible for creating a plan which considers both end users and business operations to meet the needs of the OIG. The ideal candidate will be a technical, hands-on leader with a record of managing and improving existing infrastructure and security, and possess strong leadership, technical,

organizational development, and project management skills. The IT Director will report to the Chief Operating Officer.

Responsibilities include but are not limited to:

- Provide technical expertise and leadership to develop solutions spanning business processes, hardware, operating systems, applications, platforms, and networking environments.
- Responsible for the planning, implementation, operation, security and support of IT infrastructure and services, including cloud services, servers, storage, telecommunication, and related security.
- Provide guidance to and collaborate with business owners on tactical and strategic improvements to enhance system functions, maintenance, performance, and tuning of different components of a solution.
- Collaborate with key technology stakeholders across the Commonwealth, especially EOTSS, who serves as the business owner for much of our IT infrastructure including Microsoft Office 365 and networks.
- Continuously monitor and evaluate technology effectiveness. Regularly gather feedback from senior staff and other stakeholders to identify areas for improvement.
- Develop specific goals and objectives to achieve through technology that meet the needs of the OIG.
- Stay updated on emerging technologies and industry trends, making adjustments as needed to stay ahead.
- Assess current technology infrastructure, identify hardware, software, network and any other technology resources currently in use. Evaluate their performance, reliability, and security. Identify the gaps between the current and desired technology states. Determine what additional hardware, software, or IT services are required to bridge these gaps through evaluations and technical proof of concepts.
- Develop and manage the governance process for architecture and methodology standards.
- Ensure the selection, development, implementation, and use of Information Technology within the enterprise is in alignment with defined policies, standards, and guidelines.
- Create and recommend policies for the OIG that are in compliance with EOTSS, NIST standards, and best practices.
- Create and recommend training that supports and enables employee use of technology, promotes understanding technical concepts and increases overall technical acumen.
- Review and approve vendor technical deliverables.

- Incorporate security measures to safeguard sensitive data and monitor to ensure compliance.
- Provide leadership and mentoring to fellow team members.

Key abilities, skills and experience:

- Extensive knowledge of APIs, infrastructure, cloud architecture, data architecture, and security.
- Strong understanding of risk management, disaster recovery, business continuity, IT security architecture, and IT regulatory compliance.
- In-depth knowledge of standards and practices related to IT Infrastructure security, state and federal regulatory requirements, including HIPAA, FERPA, PCI, and risk management.
- Willingness to investigate, learn, and initiate new processes, technologies, and analytical tools.
- Ability to keep meticulous and consistent documentation of processes, architecture, and solutions.
- Experience in networks, wireless and wired, firewalls, and an ability to troubleshoot enterprise connectivity.
- Ability to estimate time and resource requirements for different activities and determine which activities can be completed in parallel and in sequence.
- Methodical and able to create procedures and instructions for others as well as to follow documented procedures and instructions.
- Excellent problem-solving and analytical skills with the ability to independently analyze reported issues, document, and recommend strategic solutions.
- Excellent communication and writing skills with the ability to work collaboratively and clearly communicate technical concepts to both technical and non-technical audiences across all levels of an organization.
- Demonstrated leadership skills and technical expertise that enable direct oversight and problem solving for all infrastructure implementations, upgrades, and operational activities.

Preferred abilities, skills and experience include:

- One or more AWS certification.
- One or more Cyber Security certification (CISSP, CISM, CISA, etc.).
- Demonstrated proficiency in MS Office 365.

- Bachelor's degree in Information Systems, Computer Science, Information Technology, IT Security/Cybersecurity or related field.

Minimum entrance requirements:

- 3+ years of experience and a solid understanding of Microsoft Windows architecture, Database Technology, Active Directory, Group Policies, SAML, SSO authentication, DNS/DHCP, and AWS.
- 5+ years of professional, administrative, supervisory, or managerial experience in IT Administration, IT Management, or IT Project Management.

Salary Range: \$129,000 - \$149,000

Other Position Information:

Hybrid Work Schedule:

The Office of the Inspector General offers a hybrid work schedule. Under this policy, employees may request one of the following weekly hybrid schedules: 1) four days telework and one day onsite; 2) three days telework and two days onsite; 3) two days telework and three days onsite; or 4) one day telework and four days onsite. The onsite location is at OIG's Boston office and employees may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the Hybrid Work policy. Employees will be assigned to their onsite workspace based on their approved schedule. The approved telework location must be located within Massachusetts or within an approximately two-hour driving or train commute distance. OIG does not reimburse for employees to travel to the office. In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Benefits:

We value our employees and offer benefits that support their lives and well-being, while promoting an environment focused on inclusion, flexibility, professional growth, trust and respect. The Office therefore is pleased to offer a comprehensive benefits package for its employees. The specific components and eligibility may vary based upon position, hours worked per week and other variables. Consequently, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation; sick and personal leave time; health, dental and vision insurance through the Commonwealth's Group Insurance Commission; and optional pre-tax health savings account plans. To view the details of the various plans and the cost split between employer and employee, go to the [Group Insurance Commission website](#).

Employees also participate in the Commonwealth's state retirement plan, which may become a defined benefit plan for those who both vest and subsequently retire from state service. For more information, visit the [Massachusetts State Retirement Board website](#).

In addition, the Office provides employees the opportunity to elect life insurance, long-term disability insurance, deferred compensation savings, tuition remission and pre-tax commuter account plans, along with other programs.

This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the federal government.

How to Apply

Submit cover letter and resume via email by Friday, September 4, 2026, to:

Sarah Hoover, Director of Human Resources & Recruitment
Office of the Inspector General
IGO-employment@mass.gov

Diversity and Inclusion Statement

Diversity Officer: Sarah Hoover

The OIG is dedicated to creating and maintaining a workplace that welcomes, respects and values people of every race, color, religion or creed, sex, sexual orientation, gender identity, gender expression, ethnicity, ancestry, national origin, age, disability, pregnancy or a pregnancy-related condition, veteran status, military service or genetic information.

We are committed to fostering a workplace committed to diversity, equity and inclusion—principles we view as essential to a strong, high-performing environment and closely aligned with our mission. We welcome all applicants whose diverse backgrounds and experiences reflect and support this ongoing commitment. For questions regarding the OIG's diversity policies, contact the OIG's Diversity Officer Sarah Hoover at sarah.hoover@mass.gov.