

## Job Posting

### Procurement Support Specialist, Learning and Development Division 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.

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

#### Operations, Training & Publications Bureau

Managed by the Chief Operating Officer, this Division is responsible for a variety of functions, including budgeting, revenue, auditing, financial reporting, office administration, procurement, operations, information technology, communications, publications, human resources, data analytics, and records management. It also includes the Learning & Development Division, which provides training and technical assistance to state and municipal employees.

#### Learning & Development Division

Learning and Development is within the Office of the Inspector General's Operations, Training & Publications Bureau and is responsible for educating individuals to help prevent fraud, waste and abuse of public funds and public property. There are two units within Learning and Development, OIG Academy and Procurement Support. The OIG Academy is 26 years old and presents about 80 classes, training and speaking engagements per year for approximately 5,000 individuals. The Academy uses both asynchronous, synchronous and blended methods of online instruction and presents in-person classes as well.

Procurement Support is responsible for answering questions and providing technical assistance on public procurement. The Office prides itself on the quality of programming, the positive reputation of the Office and the importance of training in the Office's mission of preventing and detecting fraud, waste and abuse.

## Procurement Support Specialist: Position Overview

Working with the Procurement Support team, the Procurement Support Specialist plays a crucial role in providing public procurement technical assistance to state and municipal employees, vendors, local officials, and others in a productive, courteous, timely, and professional manner. Under the supervision of the Deputy Director, Procurement Support, the Procurement Support Specialist's key responsibilities include responding to and resolving user inquiries in a timely manner, maintaining a strong knowledge base of public procurement requirements and best practices in accordance with M.G.L.c. 30B, to provide clear guidance to individual customers throughout all interactions. The Procurement Support Specialist works closely with subject matter experts to understand and analyze questions to develop responses related to the application of Massachusetts public procurement laws.

The Procurement Support Specialist will respond to inquiries made to the Public Procurement Technical Assistance support helpdesk, conduct research, and provide guidance related to public procurement, including the acquisition and disposition of supplies, services and real property. The Specialist is responsible for clearly articulating information to help desk callers in an easily digestible manner. This position requires the ability to deliver excellent customer service while efficiently processing helpdesk records generated through a ticketing-based system.

### Responsibilities include but are not limited to:

- Receive customer inquiries in OIG helpdesk ticketing system via live call, voicemail, and email.
- Manage and process tickets in accordance with Procurement Support guidelines.
- Document each inquiry through its lifecycle and accurately record all communication in the record management ticketing system.
- Evaluate the type, complexity, and magnitude of inquiry and resolve or escalate as appropriate.
- Conduct research and analysis to provide accurate responses and solutions to Procurement Support helpdesk inquiries.
- Coordinate and communicate, internally and externally, with partner agencies and agency customers in a courteous and respectful manner.
- Provide guidance to local officials, vendors, public employees, and the general public on procurement-related matters.
- Collaborate with the Procurement Support team and external stakeholders to help troubleshoot issues and resolve questions.
- Review data entry and input Procurement Support helpdesk records into the OIG ticketing system for consistency and accuracy.

- Serve as liaison to the OIG's Data Analytics Division to provide accurate and up to date data for dashboards related to the Procurement Support helpdesk.
- Support the work of the Deputy Director and OIG procurement counsel with communications and publications related to legislative amendments to M.G.L. c. 30B.
- Generate daily and ad hoc reports that monitor trends related to helpdesk inquiries.
- Gather feedback from customers to enhance operations.

### Key abilities, skills and experience:

- Helpdesk experience supporting external customers with a wide range of business and technical abilities.
- A professional and positive demeanor with a customer service approach to problem solving.
- Experience making or returning support service phone calls.
- Experience using ticket tracking software.
- Ability to analyze data to draw conclusions, troubleshoot scenarios and make appropriate recommendations.
- Excellent written and verbal communication skills.
- Ability to work independently.
- Thoroughness and strong attention to detail.
- Proven customer service skills.
- Demonstrated capacity to plan, coordinate, and handle multiple assignments at once.
- Excellent time management and organizational skills.
- An understanding of Massachusetts government, including familiarity with state statutes and regulations.
- Comfort with using technological tools, including AI Chatbots and Microsoft 365.

### Preferred abilities, skills and experience include:

- Experience related to procurement, contracts or operations in a state, municipal or public sector setting.
- Massachusetts Certified Public Procurement Official (MCPPO) designation or willingness to obtain within 6 months of employment.
- Proficiency in legal research or paralegal training and related certification.

**Salary Range:** \$59,000 to \$71,000

**Other Position Information:** Full time/Exempt

## 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 July 3, 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](mailto:sarah.hoover@mass.gov).