

Job Posting
Systems Administrator
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, Training and Publication Bureau

The Operations, Training and Publications Bureau is managed by the Chief Operating Officer and plays a crucial role within the OIG. It 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 and Development Division, which provides training and technical assistance to state and municipal employees on a range of issues related to sound management of public resources.

Systems Administrator: Position Overview

The Systems Administrator is primarily responsible for end-user support, application administration, user access management, troubleshooting, and day-to-day IT service delivery across the agency. This role helps ensure agency systems, applications, devices, and technology services remain operational, secure, stable, and responsive to business needs. The position also supports continual improvement of IT services through structured handling of incidents, service requests, recurring technical issues, system changes, and technology asset management.

Application of responsibility may include, but is not limited to, case management systems, Everlaw e-discovery, the Microsoft 365 environment, support to the Director of IT and Cyber on occasional cloud-related tasks, and agency-wide service and support for end-user devices

and technology, including laptops, desktops, printers, conference room technology, and cell phones.

Responsibilities include but are not limited to:

- Serve as systems administrator for agency applications, platforms, and end-user technology services, including configuration, administration, support, and maintenance.
- Administer user accounts, roles, permissions, and group-based access across business systems and technology platforms, including provisioning, modification, and deprovisioning.
- Provide Tier 1 and Tier 2 technical support for agency staff and troubleshoot hardware, software, authentication, connectivity, printing, mobile device, and application-related issues.
- Install, configure, deploy, and maintain end-user devices and related technology, including laptops, desktops, monitors, printers, mobile devices, conference room systems, and cell phones.
- Respond to and coordinate resolution of incidents, outages, and break/fix issues, including escalation to vendors, service providers, and enterprise technology partners when required.
- Identify recurring technical issues, document root causes, and implement corrective actions or recommendations to improve stability and reduce repeat incidents.
- Maintain accurate inventories and records for hardware, software, licenses, system configurations, and assigned technology assets.
- Create and maintain technical documentation, standard operating procedures, support guides, and system administration records.
- Support the Director of IT and Cybersecurity with technical projects, system implementations, cloud-related tasks, and other infrastructure or operational initiatives as assigned.
- Assist with cybersecurity operations by supporting secure administration practices, access control, technical issue triage, and response actions related to suspected security events or incidents.
- Track and report on service activity, including ticket volume, response times, resolution trends, and recurring support issues, to support continual improvement of agency IT services.

Key abilities, skills and experience:

- Demonstrated ability to communicate clearly and professionally with end users, leadership, vendors, and technical partners (EOTSS), particularly during time-sensitive outages, service disruptions, and other high-impact support situations.

- Knowledge of end-user support, systems administration, and general IT operations.
- Ability to administer business applications, user accounts, permissions, and enterprise technology platforms.
- Ability to troubleshoot a broad range of hardware, software, access, connectivity, and application issues.
- Familiarity with Microsoft 365, endpoint support, mobile device support (MDM), and identity and access management.
- Strong organizational skills and the ability to manage multiple requests, competing priorities, and operational deadlines at once.
- Sound judgment, professionalism, and composure when handling agency systems, accounts, sensitive information, and user-facing service issues.

Preferred abilities, skills and experience include:

- Associate's degree in information technology, computer science or related field.
- Up to 5 years of related professional, administrative or technical experience.
- Ability to communicate complex technical information clearly to non-technical audiences.
- Excellent problem-solving and analytical skills with the ability to report issues, document, and communicate results.
- Working knowledge of cybersecurity principles and secure system administration practices.

Salary Range: \$65,000-\$85,000

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 10, 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.