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COMPTROLLER

Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

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OFFICE of the COMPTROLLER (CTR)

IT Systems Engineer

FY26 - 007

About the Office of the Comptroller

The Office of the Comptroller ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Summary of Comptroller Technology Group (CTG) Team

Comptroller Technology Group (CTG) delivers critical IT services to ensure the smooth operation of daily business activities while supporting the strategic objectives of both the Office of the Comptroller and the Commonwealth of Massachusetts. CTG is tasked with maintaining and enhancing essential enterprise-wide systems that underpin state operations, including MMARS/LCM (the Commonwealth's financial systems), CTHRU (the transparency platform for government spending), and VendorWeb (the payment portal for state vendors). CTG plays a pivotal role in managing several key relationships, including the Executive Office of Technology Services and Security (EOTSS), over 150 state departments, and external vendors.

Position Summary

Working under the supervision of the IT Team Director (CTRIT), The Systems Engineer ensures the reliability, security, and scalability of CTR's mission-critical platforms and infrastructure. The role designs

and operates hybrid Microsoft and AWS environments, engineers automation and integrations, and leads migrations, tuning, and operational risk reduction. This posting is to fill two vacancies.

Specific Duties

The specific duties of this position include but are not limited to the following:

- Design, implement, and operate enterprise systems to meet availability, performance, and security targets. Monitor and tune services and dependencies.
- Engineer identity and access solutions (Entra ID, SSO, app registrations, conditional access).
- Administer Windows Server and desktop fleets. Manage large IP spaces and VLANs. Support core services including print, file, and name resolution.
- Script and automate operational tasks and integrate systems via APIs and webhooks.
- Plan and execute migrations (on-prem/cloud), including dependency mapping, runbooks and rollback.
- Administer databases and data services (SQL Server, Oracle, Amazon RDS).
- Implement and validate backup/restore strategies and disaster recovery (Veeam, Wasabi).
- Investigate incidents and restore service under pressure then lead post-incident fixes to prevent recurrence.
- Publish SOPs/Knowledge Articles, produce clear diagrams and job aids for technical and non-technical audiences.
- Collaborate with state IT partners and vendors to resolve cross-boundary issues and improve service.
- Participate in project meetings and communicate results to appropriate stakeholders.
- Ensure adherence to technical policies, standards, and best practices.
- Evaluate existing environments, recommend, and create optimal performance standards, policies, and procedures.
- Perform related duties as assigned or required to meet team, department, and organization goals and objectives.

Preferred Qualifications:

- Design, implement, and operate enterprise systems to meet availability, performance, and security targets. Monitor and tune services and dependencies.
- Engineer identity and access solutions (Entra ID, SSO, app registrations, conditional access).
- Administer Windows Server and desktop fleets. Manage large IP spaces and VLANs. Support core services including print, file, and name resolution.
- Script and automate operational tasks and integrate systems via APIs and webhooks.

- Plan and execute migrations (on-prem/cloud), including dependency mapping, runbooks and rollback.
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- Evaluate existing environments, recommend, and create optimal performance standards, policies, and procedures.
- Perform related duties as assigned or required to meet team, department, and organization goals and objectives.
- At times, this position will be required to physically move server and technical equipment. The candidate should be able to lift 50 lbs., or in some cases more, with assistance

Required Qualifications:

- 5+ years professional IT experience operating enterprise environments, including hands-on systems engineering/administration.
- Microsoft Entra hybrid, SSO configuration, and application integrations.
- Microsoft Intune and Defender configuration and administration.
- Windows Server and desktop administration on-prem and in AWS EC2.
- Network fundamentals (routing, DNS/DHCP, segmentation).
- SQL Server, Oracle, and Amazon RDS fundamentals.
- Working knowledge of AWS IAM roles/policies.
- Backup/restore operations and DR runbooks.
- Experience with ticketing/service management (ServiceNow, Jira, Freshdesk).
- Excellent interpersonal and communication skills.
- Ability to work independently, exercise sound judgment, and make decisions.
- Availability for occasional nights/weekends and participation in an on-call rotation.
- Contributes to a positive and respectful workplace defined by competence, integrity, and collaboration.

Minimum Entrance Requirements:

Applicants must have at least (A) five years of full-time, or equivalent part-time, professional experience in electronic data processing, of which (B) at least three years must have been in work in which the major duties included computer systems analysis, or (C) any equivalent combination of the required experience and the substitutions below.

SUBSTITUTIONS:

- I. An Associate's degree with a major in the field of data processing or computer programming may be substituted for a maximum of one year of the required (A) experience.*
- II. A Bachelor's degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.*
- III. A Graduate degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.*
- IV. A diploma for completion of a two year full-time, or equivalent part-time, program in a recognized non-degree granting business or vocational/technical school above the high school level with a major in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.*
- V. An official transcript from a recognized business or vocational/ technical school as evidence of completion of a program consisting of at least 650 hours of instruction in the field of computer programming maybe substituted for a maximum of one year of the required (A) experience.*
- VI. Graduation from the data processing course of a recognized vocational/technical high school may be substituted for a maximum of one year of the required (A) experience.

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitution will be allowed for more than two years of the required (A) experience.

NOTE: No substitution will be allowed for the three years of the required (B) experience.

Bargaining Unit / Salary Range

NAGE UNIT 6 / TPL: LAN/WAN Admin. \$90,000 – 130,000

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The range is based upon a series of steps. Any potential offer is determined based upon an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Comprehensive Benefits Package:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, 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, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, 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.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and 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 telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR 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.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their materials electronically, by **E-mail** no later than 5:00 pm, on **September 12, 2025**.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Please include position title and posting number (**FY26-007**) in the subject line of your submission. Your application package should be submitted to:

CTR-HR@mass.gov

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

IT Systems Engineer
FY26-007
August 29, 2025

Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.