



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: August 7, 2024

CLOSING DATE: August 21, 2024

POSTING OPEN TO: () OIT EMPLOYEES IN UNIT SCOPE(S)
() STATEWIDE (STATE EMPLOYEES ONLY)
(X) GENERAL PUBLIC

TITLE: Information Technology Specialist

POSTING # 2024-088

TITLE CODE: 53262

NUMBER OF POSITIONS: 1

SALARY RANGE: P21 \$62,164.36 - \$88,009.21

LOCATION: NJ Office of Information Technology
Enterprise Services Division
Architecture Standards and Enterprise Technology
300 Riverview Plaza
Trenton, NJ 08625

HOURS OF WORK: 8:00 a.m. – 4:00 p.m.

The Office of Information Technology (OIT) currently offers a hybrid work schedule, and this position may qualify for up to 2 days of remote work outside of OIT buildings. This program does not supersede the "New Jersey First Act", which requires newly hired OIT employees to establish, and then maintain, principal residence in the State of New Jersey.

SPECIFIC TO THE POSITION: As a member of the myNewJersey (myNJ) Help Desk Team, respond to requests for assistance related to myNJ. Requests may include answering customer questions directly, analyzing customer requests to determine what they need, troubleshooting customer's technical issues, or directing the customer to the State agency whose application the customer is trying to use or access. Various tools are used to thoroughly vet customer access as the security of customer data is the highest priority. Independently audit requests and collaborate with a team to resolve uncommon requests. Practice continual process improvement in updating the customer response playbook, in participating of requirements gathering for improvements to the myNJ Help Desk workflow and the automation thereof.

DEFINITION: Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required.

REQUIREMENTS:

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

NOTE: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

NOTE: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION: Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES

AUTHORIZATION TO WORK: U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

Note on Degree Information: You must provide a transcript(s) or evaluation of your degree(s). Foreign degrees must be evaluated by a recognized evaluation service and include your course-by-course evaluation. Candidates will NOT be considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

Current State employees: Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011 all employees must reside in the State of New Jersey unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

OPEN TO THE FOLLOWING: Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: <https://info.csc.state.nj.us/TitleList/StateList.aspx>

As a condition of employment with NJOIT a background inquiry will be conducted.

Please visit the following URL for the NJ Application for Employment: <https://nj.gov/it/docs/eo/DPF-663.pdf>

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404.

<p>Electronic Filing Applicants are encouraged to file electronically. Forward your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references to recruiter4@tech.nj.gov Include the posting number in the subject line.</p>	<p>Alternate Filing: If unable to file electronically, applicants may forward your resume, cover letter unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references (including posting #2024-088) to: Heather Pursell, Manager, Human Resources Office of Information Technology 300 Riverview Plaza, 4th Floor P.O. Box 212 Trenton, New Jersey 08625-0212</p>
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Lisa Blauer, Chief of Staff