New Jersey Department of Environmental Protection
Notice of Vacancy

Filling of this position is contingent upon further approval process

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Title: Information Technology Specialist

Posting Number: M&B-2023-20

Open to: General Public

Work Week: 35 (35-hour) Work Week

Salary: (P21) $58,031.09 – $82,157.57

Opening Date: 8/16/2023

Closing Date: 8/30/2023

Existing Vacancies: Five (5)

Program/Location

Department of Environmental Protection
Management & Budget
Information Technology
Bureau of Technology Support Services
401 East State Street
Trenton, NJ 08625

Department of Environmental Protection
Management & Budget
Information Technology
Bureau of Business Systems Development
401 East State Street
Trenton, NJ 08625

Department of Environmental Protection
Management & Budget
Information Technology
Bureau of Compliance & Enforcement Technology Services
428 East State Street
Trenton, NJ 08625

Please indicate Bureaus (and position #s, if applicable) in order of preference

Scope of Eligibility: Open to applicants who meet the requirements below.

Description: 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.

Specific to the Position:

Bureau of Technology Support Services (2 positions):
Support of the Department's critical information technology (IT) resources and applications. Performs functions related to operations, maintenance and support of computing device hardware diagnostics including but not limited to personal computers (PC), portable devices, printers, and monitors. Perform telephone call center support, issue ticketing, status tracking, and customer status updates on a frequent basis. Support Microsoft Windows, Google, Android, and other operating systems. Perform software installations, configuration and diagnostics. Perform computing system patch and firmware update. Research system/device specifications, while trying to implement needed changes or problem resolutions. Travel to various locations within New Jersey to perform duties.

Bureau of Business Systems Development (2 positions):
(1) This position will be responsible for activities with the NJDEP Electronic Environmental (E2) Submission System, which collects ambient environmental data. Collaborate with individual program areas to analyze data needs. Assist in developing project requirements based on data needs. Test newly developed modules. Provide internal customer support and contractor communication. Assist in regression testing. Assist in planning product deployments. Position will also be responsible for the following activities related to existing/new NJDEP Internet and Intranet sites: Develop, modify, and maintain HTML web pages. Collaborate with individual program areas on web to meet their project-specific needs. Develop web site templates that utilize modern technologies and are mobile friendly. Migrate web sites into new templates and/or frameworks. Create/modify images, photos and graphics for web site use. Assist in deploying, supporting and maintaining DEP web applications and services.
(2) This position will be tasked with helping the Department implement all of the IT systems needs for Environmental Justice (EJ) Implementation across multiple enterprise IT systems. These include, but are not limited to:
• NJEMS and Masterfile Reference data issues, LetterBuilder development and support, NJEMS email development and support, and future NJEMS enhancements definition and testing
• EJ billing process definition, NJEMS Treasury/Assessment and Central File integration, and online payment configuration
• EJ notification processes, and reporting (Bulletin) development and maintenance both internally and in DataMiner
• EJ website notification postings, updates and maintenance
• Map/GIS related Issues, development and updates
• RSP support for the EJ online Facility Submittal Service

Bureau of Compliance and Enforcement Technology Services (1 position):
Develop project plans and conduct project management tasks. Identify/manage project dependencies, timelines, milestones, and deliverables. Determine the frequency and content of status reports from the project team; analyze results and trouble shoot problem areas. Proactively manage changes in project scope, identify potential crises and devise contingency plans. Analyze existing business processes to develop optimized process workflows and implementation of these workflows and functionality needed to integrate new and re-engineered programs into NJDEP electronic data/workflow/Business Process Management (BPM) systems. Conduct training on new systems/ current system changes. Assist programs in implementation tasks, policy/procedure development, data conversion and overall roll-out. Manage and track change requests and support issues. Participate on IT systems modernization

team. Assist in identifying process changes/pain points that must be resolved as part of the modernization process.

Preferred Skill Set:

<u>Bureau of Technology Support Services:</u>
Special consideration will be given to candidates with education in IT and/or computing systems, experience in Microsoft Office 365 diagnostics, batch file script writing, PowerShell script writing, Microsoft System Center Configuration Manager (SCCM), RAID configuration, computer networking, and Active Directory. Excellent customer service skills, previous telephone call center support experience, and delivering IT support to a large-scale organization is preferred.

<u>Bureau of Business Systems Development:</u>
(1) Special consideration will be given to candidates who have education, experience, or knowledge of WordPress 5, Adobe Dreamweaver CC, CSS3, HTML5, jQuery version 1 or 2 and JavaScript. Candidate should have a working knowledge of Adobe CC graphics programs Photoshop and Illustrator. Knowledge of Excel, SQL, XML structure and basic project management is desirable.
(2) Proficiency in Microsoft Office 365 suite. Experience with workflow evaluation/definition/development. Experience in the design & implementation of software including participating in design sessions, reading and commenting on Design Documents, and participating in user acceptance testing. Knowledge of Pega or other BPM/ CRM systems development and maintenance. Knowledge of relational databases and software that interacts with them, such as SimpliGov and GIS, are a plus.

<u>Bureau of Compliance and Enforcement Technology Services:</u>
Proficiency in Microsoft Office 365 suite. Experience with workflow evaluation/definition/development. Experience in the design & implementation of software including design sessions, reviewing Design Documents, and user acceptance testing. Knowledge of Pega or other BPM/CRM systems development and maintenance. Knowledge of relational databases & software such as SQL Developer or Business Objects. Knowledge and experience using no code low code platforms such as SimpliGov and GIS are a plus for the candidate.

Requirements

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

NOTE: All U.S. degrees and transcripts must be from an accredited college or university. All foreign degrees and transcripts must be evaluated for accreditation by a recognized evaluation service by the closing date of this posting. Failure to provide documentation may result in ineligibility.

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.

Residency: All persons newly hired on or after September 1, 2011 have one year from the date of employment to establish, and then maintain principal residence in the State of New Jersey subject to the provisions of N.J.S.A. 52:14-7 (L.2011, Chapter 70), also known as the "New Jersey First Act".

Authorization to Work: Selected candidates must be authorized to work in the United States per the Department of Homeland Security, United States Citizenship and Immigration Services regulations. **Note:** The State of New Jersey does not provide sponsorship for citizenship to the United States.

Veteran's Preference: To qualify for New Jersey Veteran's Preference/status, you must establish Veteran's Preference through the Department of Military and Veterans' Affairs. Please submit proof of your Veteran's Preference along with your resume as indicated below. For more information, please visit
https://www.nj.gov/military/veterans/services/civil-service-preference/

Submit Letter of Interest (indicating Bureau preference order), Resume, Unofficial Transcripts (if college degree is required), and the Personal Relationship Disclosure Statement by 4:00 p.m. on the closing date to:

      Talent Acquisition Team
      Division of Human Resources
      E-mail Address: DEP-HR-EXECUTIVE.Resumes@dep.nj.gov
Please include the title and posting # of this Notice of Vacancy in the subject line of your e-mail.
Please tell us how you heard about this position

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, please visit https://nj.gov/csc/same/overview/index.shtml, email SAME@csc.nj.gov, or call CSC at (833) 691-0404.

Posting Authorized By:

      Phiroza Stoneback, Manager
      Division of Human Resources

The New Jersey Department of Environmental Protection is an Equal Opportunity Employer and is committed to inclusive hiring and a diverse workforce. We strongly encourage people from all backgrounds to apply. Accommodations under ADA will be provided upon request.