



New Jersey Department of Environmental Protection Notice of Vacancy - HOURLY

Title: Technology Assistant

Posting Number: M&B-2023-2H

Open to: General Public

Workweek: Approximately 20 hours per week

Salary: \$18.00 to \$22.00 an hour (commensurate with qualifications and experience)

Opening Date: 5/23/2023

Closing Date: 6/6/2023

Existing Vacancies: Four (4)

Program/Location: Department of Environmental Protection
Management & Budget
Information Technology
Bureau of Technology Support Services
401 East State Street, 1st Floor
Trenton, NJ 08625-0420

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: Provide front-line Call Center IT coverage using the Ivanti Service Manager system (ISM). Assist in the upgrading of DEP Staff to Microsoft Windows 11, and IT Equipment deployments. Perform software and hardware technical support on various computing devices including desktop computers, laptops, tablets, monitors, and other accessories. Assist in the installation, upgrade, and configuration of various Windows based operating systems, and associated software.

Preferred Skill Set: Experience in Microsoft Office 365 diagnostics and troubleshooting, Microsoft System Center Configuration Manager (SCCM), and Active Directory. Excellent customer service skills, previous telephone Call Center Agent experience, and deployment of IT equipment and services to a large-scale organization is preferred.

Requirements

Education: Must be currently enrolled in a Computer Science or closely related field of study at a college or university.

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://nj.gov/military/veterans/services/civil-service/preference/>

Submit Letter of Interest, 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

Email 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 email.

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.
