



NEW JERSEY DEPARTMENT OF TRANSPORTATION
Temporary Employee Services

POSTING #: 24-00237

TITLE: Temporary Employee Services (TES) - IT Helpdesk

ISSUE DATE: 7/2/2024

TITLE CODE:

CLOSING DATE: 7/21/2024

DIVISION: Information Technology

LOCATION: Ewing

UNIT: Bureau of Information Security & Services

SALARY: \$22 per hour

POSITION: 2

SUMMER WORK PROGRAM

The New Jersey Department of Transportation (NJDOT) is seeking currently enrolled college students who are interested in hourly employment opportunities for Fall 2024.

The New Jersey Department of Transportation plans, designs, builds, and maintains New Jersey's transportation network. The Department is offering positions that will allow students to work on an hourly basis throughout the Fall of 2024. Hours of work are flexible and will be determined by the hiring unit but will not exceed 40 hours per week.

POSITION DESCRIPTION

The Bureau of Information Security & Services (Helpdesk) is the first point of contact for most Information Technology - related needs. Assistance is provided via phone and/or on - site assistance to end users for all computer problems including software, hardware, cybersecurity, and peripheral equipment (printers, scanners, monitors, etc.), logon ID's (domain, mainframe, etc.), and other credential issues.

All computer - related and cybersecurity problems or questions are referred to this unit, which in turn will determine whether additional assistance from Network Operations, Telecommunications, OIT, or other parties is necessary. This bureau also contains cybersecurity experts who work to ensure the safety and security of the department.

Job Responsibilities

Answer IT Helpdesk calls, verify caller information, identify, document, troubleshoot and resolve IT - related issues, i.e. reset passwords and perform other related duties as required. Ability to learn new procedures accurately and follow oral and written instructions. Ability to learn and maintain essential logs in the call and incident tracking system, or ITSM tool. Ability to learn to use variable types of software used by the agency to assist callers with their problems or questions, to gather as much information about a problem or question before resolving or escalating the incident or problem to a supervisor. Working on computer related hardware, including but not limited to, desktops/laptops, docking stations, monitors. Have the ability to work semi - independently and on a team with similarly skilled individuals to support a statewide enterprise Information Technology environment.

WORK AUTHORIZATION

Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. NJDOT does not provide sponsorship or accept student OPT/CPT program, F1 or H1B work authorization visas.

TO APPLY

Submit your application through the NJDOT website at:

<https://www.state.nj.us/transportation/about/employ/openings.shtm>

Applications must be received on or before July 21, 2024.

Submit a complete packet by the closing date that includes the following documents:

- NJ State Application for Employment (Application instructions can be found at link above)
- Letter of interest
- Current resume
- Copy of unofficial transcript OR foreign degree evaluation

IMPORTANT NOTES

Incomplete Packets: Applicants MAY NOT be considered if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically. Applicants will be selected for an interview on the basis of their application/resume.

Current NJDOT employees are not eligible for this opportunity.

Please note that this position is an hourly temporary role for Fall of 2024 and does not offer a benefits package.

NJDOT provides reasonable accommodations to applicants with disabilities where appropriate. If you need a reasonable accommodation for any part of the application and hiring process, please email dot - hr.ada@dot.nj.gov.

Determinations on requests for reasonable accommodation will be made on a case - by - case basis.

SAME APPLICANTS: If you are under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by 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 609 - 292 - 4144, option 3.

New Jersey Is An Equal Opportunity Employer