



**NEW JERSEY DEPARTMENT OF TRANSPORTATION**  
**Public Posting**

**POSTING #:** 24-00032

**TITLE:** Computer Operator Assistant

**ISSUE DATE:** 1/26/2024

**TITLE CODE:** 53316

**CLOSING DATE:** 2/23/2024

**DIVISION:** Information Technology

**LOCATION:** Ewing, North and South Regions

**UNIT:** Customer Service and Security

**RANGE:** A13

**SALARY:** \$42,145.13-\$57,154.17

**WORK WEEK:** 40

**Description**

The New Jersey Department of Transportation is accepting applications for candidates interested in a **Computer Operator Assistant** position within the Division of Information Technology, Customer Service and Security Unit. A Computer Operator Assistant is assigned to a 40 hour work week. The current starting salary is between \$42,145 and \$57,154 based on experience. As a NJ State Department, NJDOT offers a comprehensive benefits package including Health Care (medical, prescription drug, dental and vision care), Pension, Deferred Compensation, 13 paid holidays, and Benefit Leave (12 vacation days, 15 sick days and 3 administrative days). The standard workweek is Monday through Friday.

Under the general supervision of a supervisory official in the Division of Information Technology, Customer Service and Security Unit, the primary job responsibilities of the candidate are to 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.

**Requirements**

**Experience:** Successful completion of a one (1) year technological training program in the operation of electronic computers or one (1) year of experience in the operation of data processing related equipment, e.g. data entry, microfiche, electronic accounting machine operations.

**Preferred Skills:**

- Experience working in an Information Technology Helpdesk Call Center
- Experience with Active Directory Account management tools
- Familiar with Information Technology terminology
- Familiar with Microsoft Word, Outlook, Excel

For more information regarding this position, please refer to:  
<http://info.csc.state.nj.us/jobspec/53316.htm>

**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 programs, F1 or H1B work authorization visas.

**Residency:** All persons hired on or after September 1, 2011 have one year from the date of appointment 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 (P.L. 2011, c. 70), also known as the "New Jersey First Act."

**To Apply**

**You must apply through the NJDOT website at: <https://www.state.nj.us/transportation/about/employ/openings.shtm>**

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

NJ State Application for Employment (Application and instructions can be found at link above)

Letter of Interest

Current resume

**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.

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](mailto:SAME@csc.nj.gov) , or call CSC 609 - 292 - 4144, option 3.

**New Jersey Is An Equal Opportunity Employer**