



New Jersey Office of Information Technology

## INTEREST POSTING

**ISSUE DATE:** December 30, 2021

**CLOSING DATE:** January 14, 2022

**POSTING OPEN TO:** OIT employees permanent in the current title of Information Technology Specialist.

**TITLE:** Information Technology Specialist

**POSTING #2021-153**

**SALARY RANGE:** Selectee will move laterally in current title and salary.

**LOCATION:** NJ Office of Information Technology  
Application Development  
Incident & Solution Management  
300 Riverview Plaza  
Trenton, NJ 08625

**NUMBER OF POSITIONS:** 1

**HOURS OF WORK:** 8:00 am – 4:00 pm

### SPECIFIC TO THE POSITION:

- This position will support the ServiceNow platform.
- Will assist in the Incident and Solution Management life cycle; from opening a ServiceNow ticket (Incidents or Requests) to ticket Resolution.
- Act as a liaison with the Technical Team(s), Agencies and vendors for resolution of ServiceNow Incident and Request tickets.
- Knowledge of the ServiceNow processes, procedures and functionalities is a plus

The selected candidate will be assigned appropriate responsibilities for their current title and range.

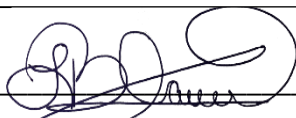
**This position may require a thorough background check that will include fingerprinting.**

**Electronic Filing:** Applicants are encouraged to file electronically. **Forward your cover letter and resume to [recruiter1@tech.nj.gov](mailto:recruiter1@tech.nj.gov) Include the posting number in the subject line.**

**Alternate Filing:** If unable to file electronically, applicants may forward **your resume and cover letter (including posting #2021-153)** to:

Heather Pursell, Manager, Human Resources  
Office of Information Technology  
300 Riverview Plaza, 4<sup>th</sup> Floor  
P.O. Box 212  
Trenton, New Jersey 08625-0212

Authorized by:

  
Lisa Blauer, Chief of Staff