NOTICE OF JOB VACANCY

ISSUE DATE: December 30, 2021   **CLOSING DATE: January 14, 2022**

POSTING OPEN TO: ( ) OIT EMPLOYEES IN UNIT SCOPE(S):
                                (X) STATEWIDE (STATE EMPLOYEES ONLY) *See Note
                                ( ) GENERAL PUBLIC

TITLE: Technical Support Specialist 1   **POSTING # 2021-154**

TITLE CODE: 53063   **NUMBER OF POSITIONS: 1**

SALARY RANGE: P24 $65,175.87 - $92,525.88   **HOURS OF WORK: 6:00 a.m. – 2:00 p.m.**

LOCATION: NJ Office of Information Technology
                     Managed Hosting Division
                     Mainframe Service Desk
                     300 Riverview Plaza
                     Trenton, NJ 08625

*PLEASE NOTE: Open to New Jersey State employees with permanent status who meet the requirements listed below as a promotional or lateral opportunity, subject to current promotional/hiring restrictions.

The appointee to this position will be working in a 24/7/365 environment. Appointee must be available to work overtime on any shift (planned or unscheduled).

SPECIFIC TO THE POSITION: Analyze and respond to operating system alerts. Contact appropriate system technical support staff and assist in resolving problems. Scheduling of jobs, building CA7 job screens when new jobs requested, setting up control cards on a daily/weekly/monthly/quarterly and annual basis. Monitor job queues in CA7 for late jobs and disruptions to job streams. Monitor IBM batch jobs. Troubleshoot abnormal ending applications (abends). Restart jobs per job control language (JCL) documentation. As needed, contact applications programmer for critical jobs that abend. Document Service Now tickets. Contact system programmer and appropriate vendors of alerts.

DEFINITION: Under general supervision, as a lead worker in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR, as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the installation of hardware and software on servers and/or workstations; does other related duties.

REQUIREMENTS:

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Data Processing.

EXPERIENCE: Three (3) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or; 5) help

desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

NOTE: A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi-programming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

NOTE: Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all other factors involved and make a determination.

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.

FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES
AUTHORIZATION TO WORK: U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

Note on Degree Information: You must provide a transcript(s) or evaluation of your degree(s). Foreign degrees must be evaluated by a recognized evaluation service and include your course-by-course evaluation. Candidates will NOT be considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

Current State employees: Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, N.J.S.A. 52:14-7 (L. 2011, Chapter 70), effective September 1, 2011 all employees must reside in the State of New Jersey unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

OPEN TO THE FOLLOWING: Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: https://info.csc.state.nj.us/TItleList/StateList.aspx

The NJ Application for Employment can be found at: http://www.nj.gov/it/docs/eo/DPF-663.pdf

As a condition of employment with NJOIT, a background inquiry may be conducted.

Electronic Filing Applicants are encouraged to file electronically. Forward **your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references** to recruiter4@tech.nj.gov **Include the posting number in the subject line**.	**Alternate Filing:** If unable to file electronically, applicants may forward **your resume, cover letter unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references** (including posting #2021-154) to: Heather Pursell, Manager, Human Resources Office of Information Technology 300 Riverview Plaza, 4th Floor P.O. Box 212 Trenton, New Jersey 08625-0212

Authorized by: _____
Lisa Blauer, Chief of Staff