



New Jersey Office of Information Technology

## INTEREST POSTING

**ISSUE DATE:** December 28, 2021

**CLOSING DATE:** January 12, 2022

**POSTING OPEN TO:** OIT employees permanent in the current salary range of 26-29.

**TITLE:** Current Permanent Title

**POSTING #** 2021-159

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

**LOCATION:** NJ Office of Information Technology  
Applications, IT Service Management  
Service Level Management Unit  
300 Riverview Plaza  
Trenton, NJ 08625

**NUMBER OF POSITIONS:** 1

**HOURS OF WORK:** TBD

**SPECIFIC TO THE POSITION:** Monitor knowledge base and article use, publish timelines, article aging, user feedback and knowledge gaps to fine-tune content and publishing processes. Create and compare knowledge, instructions, procedures, articles, and track changes. Check the content of incident resolution, identify the problem, update, and publish those pertinent resolutions. Gather, analyze, store and share information within OIT in Servicenow. Reach out to process owners and provide best practices for information that can be shared and retained across the OIT organization and assist in writing, editing and review knowledge articles. Publish, approve, and review article retention. Assist in network discoveries and monitoring nodes for Service Level Management.

**DEFINITION:** 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 [recruiter4@tech.nj.gov](mailto:recruiter4@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 #2021-159)** 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