



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: January 6, 2022

CLOSING DATE: January 21, 2022

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

TITLE: Administrative Analyst 4, Information Systems

POSTING # 2022-004

TITLE CODE: 50076G

NUMBER OF POSITIONS: 1

SALARY RANGE: R29 \$81,979.98 - \$116,912.67

HOURS OF WORK: 8:00 a.m.-4:00 p.m.

LOCATION: NJ Office of Information Technology
Application & Business Development
ServiceNow
300 Riverview Plaza
Trenton, NJ 08625

DESCRIPTION OF THE SPECIFIC POSITION: Develops, builds, and customizes applications and provides support responsibilities to end-users of the software. Maintain and support the ServiceNow platform and modules such as Service Catalog, Event, Incident, Problem, Change, Request, Asset and CMDB, Discovery, Knowledge, and Self-Service Portal. Understand business requirements and design solutions to fit them using ServiceNow modules and custom apps. Configure and deploy new functionality using ServiceNow and related web technologies. Collaborate with management, business users, developers, and various other stakeholders. Create supporting system documentation including requirement documents, design documents and training guides. Contribute to the creation of custom reports and dashboards as well as generating KPIs and supporting metrics. Perform daily analysis of the information provided by all ITSM monitoring tools for integration (including SolarWinds, Splunk and Cisco Prime). Fully support and adhere to internal processes and procedures. Ensure that interface between IT infrastructure monitoring and event management IT service management software is maintained and is available and operational. Does other related duties.

DEFINITION: Under the general supervision of a supervisory official in a state department or agency, performs and supervises the analysis and evaluation of internal operations, business practices, methods, and techniques of an agency to determine optimal solutions and/or approaches to satisfy agency information technology (IT) business needs/initiatives; evaluates users' needs and recommends IT solutions; provides recommendations in support of the agency's business needs and IT goals and objectives; formulates, recommends and/or approves IT policies and procedures; supervises staff and work activities; prepares and signs official performance evaluations for subordinate staff; does other related duties as required.

REQUIREMENTS:

EDUCATION: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: Four (4) years of experience in work involving the review, analysis, and evaluation of the administrative, business, and/or operational policies, procedures, practices, and processes and/or the technological requirements of an

organization for the purpose of revising/enhancing existing information systems and/or developing/acquiring and implementing new IT solutions and services.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated on a year for year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: A Master's degree in Public Administration, Business Administration, Computer Science, Information Technology, Software Engineering, Information Security, Network Administration, or Database Management from an accredited college or university may be substituted for one (1) year of the indicated experience.

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>

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

Please visit the following URL for the NJ Application for Employment: <https://nj.gov/it/docs/eo/DPF-663.pdf>

<p><u>Electronic Filing</u> 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.</p>	<p><u>Alternate Filing:</u> 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 #2022-004) to:</p> <p>Heather Pursell, Manager, Human Resources Office of Information Technology 300 Riverview Plaza, 4th Floor P.O. Box 212 Trenton, New Jersey 08625-0212</p>
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Authorized by: 
Lisa Blauer, Chief of Staff