



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: January 12, 2022

COSING DATE: January 26, 2022

POSTING OPEN TO: OIT EMPLOYEES IN UNIT SCOPE(S): **U925

STATEWIDE (STATE EMPLOYEES ONLY)

GENERAL PUBLIC

TITLE: Technical Support Specialist 2

POSTING # 2022-015

TITLE CODE: 53061

SALARY RANGE: P20 \$53,324.31 - \$75,404.64

NUMBER OF POSITIONS: 2

LOCATION: NJ Office of Information Technology

IT Service Management Directorate

Enterprise Service Desk

300 Riverview Plaza

Trenton, NJ 08625

HOURS OF WORK: 35 hours

2nd Shift: Sunday – Thursday: 4:00 pm – 12:00 am (midnight)

OR

3rd Shift: Tuesday – Saturday: 12:00 am (midnight) – 8:00 am

****PLEASE NOTE: Open to NJOIT employees in Unit Scope U925 with underlying permanent status who meet the requirements listed below as a promotional/lateral opportunity, subject to current promotional/hiring restrictions.**

SPECIFIC TO THE POSITION: This position will be asked to provide support and guidance for major incident resolution and requests reported to the Enterprise Service Desk (ESD). This position will regularly create and manage requests, incident tickets, provides triage support, knowledge sharing, knowledge transfer and other duties as assigned. May be asked to cover the daily duties to shift staff, act as a liaison with the incident management, establish bridge/conference calls as requested/needed, may assist supervisor with operational reminders to staff or assist supervisor to coordinate schedules for group training.

DESCRIPTION OF POSITION: Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR, in a client/server environment, provides hardware/software support to end users; installs 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: Two (2) 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.

NOTE: 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.

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 degree evaluation 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.

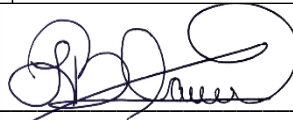
Please visit the following URL for the NJ Application for Employment: <https://nj.gov/it/docs/eo/DPF-663.pdf>

Electronic Filing Applicants are encouraged to file electronically. Forward **your resume, letter of interest**, to recruiter1@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 including posting #2022-015 and specify your preferred hours of work/shift to:**

Heather Pursell, Manager, Human Resources
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Authorized by:



Lisa Blauer, Chief of Staff