State of New Jersey
Board of Public Utilities

ANTICIPATED JOB VACANCY
REPOSTED

JOB POSTING #: 14-16

DATE OF POSTING: January 25, 2016

DATE OF CLOSING: February 12, 2016

TITLE: Information Technology Specialist

SALARY: $51,529.95 – $72,953.46

EXISTING VACANCIES: One (1)

DIVISION/LOCATION: Board of Public Utilities
Division of Information Technology

GENERAL DESCRIPTION: Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required.

PRIMARY RESPONSIBILITIES:

- Evaluates system potential by testing compatibility of new programs with existing programs.

- Achieves computer system objectives by gathering pertinent data; identifying and evaluating options; recommending a course of action.

- Confirms program objectives and specifications by testing new programs; comparing programs with established standards; making modifications.

- Improves existing programs by reviewing objectives and specifications; evaluating proposed changes; recommending changes; making modifications.

- Evaluates vendor-supplied software by studying user objectives; testing software compatibility with existing hardware and programs.

- Places software into production by loading software into computer; entering necessary commands.

- Places hardware into production by establishing connections; entering necessary commands.

- Maximizes use of hardware and software by training users; interpreting instructions; answering questions.

- Maintains system capability by testing computer components.

- Prepares reference for users by writing operating instructions.

- Maintains historical records by documenting hardware and software changes and revisions.

- Maintains client confidence and protects operations by keeping information confidential.

- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

- Contributes to team effort by accomplishing related results as needed.

- Ensure compliance with all statewide policies and standards

- Assists users to resolve computer-related problems, such as inoperative hardware or software

- Trains users in use of new software or hardware

- Writes project reports and documentation for new or modified software and hardware. Establish work priorities and maintains project timetable for all assigned duties and reports status weekly to supervisor. Review completed projects and ensure that established goals are met.

REQUIREMENTS: Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: The design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical

support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

NOTE: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

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

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Civil Service Commission for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

SKILLS/QUALIFICATIONS: Problem Solving, Presenting Technical Information, Process Improvement, Software Maintenance, Software Testing, Network Design and Implementation, Load Balancing and Scalability, Vendor Relationships, Software Performance Tuning, Network Performance Tuning, Database Performance Tuning.

- Ability to speak confidently to customers making technical jargon easy to understand

- Use of soft skills for customer service

- Must seek to understand customer's concerns and issues to provide them with the best service available

- Willing to work in a team environment, share knowledge and creative solutions

In addition, the following knowledge and skills are needed:

- Install and update the following software: Windows, Microsoft 2010 Office suite, Adobe, agency specific software

- Virus protection software maintenance
- Work with Wi-Fi technology

- Troubleshoot existing hardware environment which includes desktops, laptops, tablets, mobile devices

- Printer/scanner setup and maintenance

OPEN TO THE FOLLOWING: Open to NJ Residents.

NOTE: RESIDENCY LAW: Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act," which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain principal residence in the State of New Jersey. New Jersey State employees hired prior to September 1, 2011 who transfer from within the Executive Branch or from another State of New Jersey appointing authority without a break in service greater than seven days but who reside outside the State of New Jersey are not required to change their principal residence to New Jersey in order to comply with the act.

The State of New Jersey is an Equal Opportunity Employer.

PLEASE FORWARD RESUMES VIA MAIL OR EMAIL:

NJ Board of Public Utilities
Office of Human Resources
44 S. Clinton Avenue
P.O. BOX 350
Trenton, NJ 08625
HumanResources@bpu.state.nj.us

Applicants who previously applied to anticipated job vacancy 23-15 need not reapply.