



**Chris Christie**  
Governor

**Kim Guadagno**  
Lt. Governor

**Allison Blake, PH.D., L.S.W.**  
Commissioner

### JOB VACANCY POSTING

<b>POSTING #:</b>	060-17	<b>ISSUE DATE:</b>	April 13, 2017
<b>TITLE:</b>	<b>TECHNICAL SUPPORT SPECIALIST 1</b>	<b>CLOSING DATE:</b>	April 27, 2017
<b>LOCATION:</b>	Department of Children and Families Office of Information Technology The Professional Center at DCF 30 Van Dyke Avenue New Brunswick, NJ 08901		
<b>POSITIONS:</b>	1	<b>RANGE:</b>	P 24
<b>DISTRIBUTION:</b>	STATE-WIDE	<b>SALARY:</b>	\$59,031.79 - \$83,803.57

**SCOPE OF ELIGIBILITY:** Open to employees who are permanent in a competitive title or a Civil Service Commission approved non-competitive title with underlying permanent State service as a promotional or lateral opportunity, subject to current promotional and hiring restrictions.

**SPECIAL NOTE:** This position will function as field support for The Professional Center at DCF.

**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 instillation 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 Regarding 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:** The Civil Service Commission may give credit for any formal data processing training by any organization which may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits.

**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.

**NOTE:** APPLICABLE SPECIAL RE-EMPLOYMENT LIST ESTABLISHED DUE TO LAYOFFS WILL BE USED BEFORE ANY APPOINTMENTS ARE MADE.

#### IMPORTANT NOTICE

**RESIDENCY** - Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

**Electronic Filing:**

Forward a cover letter and resume electronically to:

[Jennifer.Dowd@dcf.state.nj.us](mailto:Jennifer.Dowd@dcf.state.nj.us)

Include the Job Posting # in the subject line of your email.

**Please note if you are substituting education for experience, please also provide copies of data processing training along with your resume and cover letter.**

**Alternate Filing:**

If unable to file electronically, applicants may forward a cover letter and resume (including Job Posting #) to:

**Andrea Maxwell, Manager 2 Human Resources**  
**Department of Children and Families**  
**Office of Human Resources**  
P.O. Box 717  
Trenton, NJ 08625-0717