



NEW JERSEY DEPARTMENT OF THE TREASURY

NOTICE OF VACANCY

POSTING #: 2024 - 062 - S	ISSUE DATE: April 5, 2024	CLOSING DATE: April 19, 2024
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TITLE: Technical Support Specialist 1	OPEN TO: State Wide (all Departments/State Employees)	
DIVISION: Revenue and Enterprise Services	TITLE CODE: 53061	RANGE: P20
UNIT: Forms and Systems	WORKWEEK: 35 Hours	
LOCATION: 200 Woolverton St, Trenton, NJ 08608	SALARY RANGE: \$57,420.37 - \$81,196.66	

JOB DESCRIPTION

The New Jersey Department of Treasury, Division of Revenue and Enterprise Services is seeking a Technical Support Specialist 1. Under limited supervision, provides direct hands on support for an information technology unit in resolving moderately complex production problems from verbal or written problem reports; consults with Technical Support Specialist 2, 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.

This position will be involved with 2 primary platforms. The first platform captures and indexes the archival images for various agencies. There're 12 scanners on this platform using IBM Datacap and Captiva Image Trust to capture the indices after the work is scanned. The second platform processes the income tax returns, property tax rebate returns, and pharmaceutical rebate applications for low income residents and seniors. It also processes the income tax payments and the payments for over 10 state departments. It involves 8 high speed scanners and a proprietary data capture system which captures tens of millions of images and processes over 5 million transactions every year.

The standard workweek is Monday through Friday. This position **may** be eligible to participate in the Department's pilot telework program, which allows eligible employees to work remotely for up to two (2) days per week, as approved by management. The position offers a comprehensive benefits package including medical, prescription drug, and dental coverage, benefit leave, Pension, supplemental pension plan, tax saving programs, and paid holidays.

POSITION REQUIREMENTS

Open to the following: Open to full-time employees who have permanent status in a competitive title and who meet the requirements listed below. This is not a promotional announcement. Appointments resulting from this posting will be made in accordance with Civil Services rules and regulations and may result in a forfeiture of rights to any promotional lists in the former office/unit.

Education: Graduation from an accredited college or university with an Associate's degree in Computer Science, Information Technology, or a closely related field.

Experience: Two (2) years of experience in one or more of the following: 1) information technology systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; or 4) 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.

Note: A Bachelor's degree in any field may be substituted for the Associate's degree in Computer Science, Information Technology, or a closely related field.

Note: A Bachelor's or Master's degree in Computer Science, Information Technology, or a closely related field may be substituted for one (1) year of experience.

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 information technology support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

Substituting Training for Education: In order for training to be accepted, the applicant must provide documentation from an accredited institution of higher learning stating that the school would accept these training hours as equivalent to college credits at that institution and provide the number of college credits that would be equivalent. This documentation from the institution must come from the Department Head or Chair associated with the major or course area in question.



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IMPORTANT NOTES

SAME Applicants:

Candidates applying under the New Jersey "SAME" program, **must include a Schedule A or B letter** with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: CSC-SAME@csc.nj.gov or call CSC at (609) 292-4144, option 3.

Veteran's Preference:

Veterans must provide proof of New Jersey Veteran's Preference with their initial application by including a copy of their New Jersey Civil Service Commission Notification of Veteran's Status. For more information, please visit: <http://www.state.nj.us/csc/seekers/veterans>.

Foreign Degrees:

Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

Residency:

In accordance with the New Jersey First Act, P.L. 2011, c.70, new public employees are required to establish and maintain principle residence in New Jersey within one (1) year of employment. For more information, please visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

Work Authorization:

Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. Candidates on student visas, F1 visas, or H1B visas are not eligible for employment at this time.

INSTRUCTIONS TO APPLY

If you are qualified, please submit the documents listed below by 5:00 p.m. on April 19, 2024:

- Cover letter/Letter of interest
- Resume
- Proof of degree (unofficial transcript reflecting the date the degree was awarded/conferred or copy of diploma)

Treasury Employment Recruiter

Email address: EmploymentRecruiter@treas.nj.gov

(Please list the "2024- 062 - S Technical Support Specialist 1" in the Subject Line)

Submissions must be received timely to the email address listed above in order to be considered. Failure to submit all required documents may result in an ineligibility determination. Interviews will be granted on the basis of the resume.

THIS IS NOT A PROMOTIONAL ANNOUNCEMENT

Appointment(s) resulting from this posting will be in accordance with Civil Service Commission rules and regulations.

Authorized by: Antoinette Sargent (nr)
Antoinette Sargent, Human Resource Officer

The State of New Jersey is an Equal Opportunity Employer