



NEW JERSEY DEPARTMENT OF AGRICULTURE  
200 RIVERVIEW PLAZA  
P.O. BOX 330  
TRENTON, NJ 08625-0862



NOTICE OF JOB VACANCY

OPEN TO CURRENT PERMANENT STATE EMPLOYEES ONLY

TITLE: Technical Support Specialist 2	ANNOUNCEMENT #: 43-25	ISSUE DATE: 11/13/25 CLOSING DATE: 12/19/25 AMENDED
SALARY RANGE: \$73,706.89-\$108,073.49	<input type="checkbox"/> DEPARTMENT WIDE <input checked="" type="checkbox"/> STATEWIDE <input type="checkbox"/> GENERAL PUBLIC	
LOCATION: Office of the Secretary, Information Technology Unit, Trenton, NJ		

JOB DESCRIPTION

The Senior Technical Support Specialist is responsible for administration and maintenance of the department Active Directory environment and advanced end-user’s support. We are seeking a highly skilled individual with experience in Active Directory administration and hands-on proficiency in Office 365 applications. This role will provide advanced support, manage user identities and permissions, and ensure smooth operations of cloud-based productivity tools. The ideal candidate combines strong troubleshooting skills with practical experience configuring, maintaining, and supporting O365 workloads. In addition to technical expertise, the successful candidate must be self-motivated and proactive-capable of identifying needs, initiating solutions, and driving tasks to completion without waiting for assignments. A strong analytical mindset is essential, with the ability to assess complex issues, determine root causes, and implement effective resolutions independently. The candidate is expected to play an active role in Helpdesk staff meetings by contributing ideas, sharing insights, and helping the team develop collaborative solutions to recurring or emerging challenges. This role combines hands-on technical support, troubleshooting, and identity management, ensuring smooth IT operations and secure access across the enterprise.

Under general supervision as a lead worker in a client/server environment, provides hardware/software support to end users; installs and guides the installation of hardware and software on servers and/or workstations; receives calls, emails, and tickets at the help desk and handles assigned problems which may include highly complex and/or highly critical issues; Other tasks as required.

Key Responsibilities include:

- Administration of NJDA Active Directory environment to ensure secure access to resources
- User and group creation and creation
- Implementing Group Policy Objects (GPOs) for security and configuration
- Ensuring the security and integrity of the information
- Performing and authentication troubleshooting
- Administration of Intune endpoint management system
- Install and configure and troubleshoot user's hardware: computers, tablets, cell phones
- Work with other senior staff members to resolve escalated, complex incidents; continually seeking opportunities to improve existing NJDA AD architecture.
- Research technical problems such as inconsistent email retention, cluster communication failures, and public folder replication issues
- Maintain connectivity in the audio/video conference rooms; guide users in using technology for presentations.
- Work cross functional with other teams during projects
- Monitor and troubleshoot AD replication, authentication, and login issues
- Maintain Active Directory forests, domains, and trust relationships
- Plan and execute server upgrades, and domain consolidations
- Administration of CrowdStrike sensors deployment and updates
- Administration of Zscaler (ZIA) web security system; configure and manage policies for web filtering, deployment of latest updates to the endpoints
- Create documentation for technical support staff and end users when needed

REQUIREMENTS

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

**EXPERIENCE:** Three (3) 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) Active Directory Administration, help desk support; 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.

**SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION:** Experience in one or more of the following areas may be substituted for the required education on a year-for-year basis: 1) the study of work methods and processes; 2) the analysis of varied types of data; 3) the design and preparation of systems and programs; 4) the operation of multi-programming or client/server computer systems; or 5) work in the information technology support areas of input/output control, scheduling, reliability, or user support.

**SPECIAL NOTE ON 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.

**SPECIAL NOTE:** Preference given to candidate with solid experience in Active Directory and Intune maintaining an organization's identity and access management system by managing users, groups, permissions, domain controllers, and Group Policies to ensure secure and efficient access to network resources and data integrity, include managing user accounts, monitoring security, implementing policies, troubleshooting authentication issues, and performing routine maintenance and backups, often utilizing Power Shell for automation.

**SPECIAL NOTE:** Preference given to candidate with experience supporting Active Directory environment, Windows 0365 applications and operating systems (Windows 11, MS Office, OneDrive, MS Teams). Working knowledge of SharePoint. Excellent communication skills verbal and written. Ability to apply logical thinking when troubleshooting hardware, software issues. Basic understanding of backup and recovery solutions.

**FOREIGN DEGREES:** Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated by a reputable evaluation service at your expense. This evaluation must be included with your submission and failure to submit the required evaluation may result in an ineligibility determination.

**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.

**AUTHORIZATION TO WORK:** Selected candidates must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship, and Immigration Services regulations.

**NOTE:** The State of New Jersey does not provide sponsorships for permanent residency to the United States or work visa.

IMPORTANT NOTICE

Effective September 1, 2011, NJ PL 70 (NJ First Act), requires all State employees must 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 seven 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 an exemption is obtained. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

ELECTRONIC FILING INSTRUCTIONS

Interested applicants must email a cover letter, including the announcement number, resume, and transcripts by the closing date of this Notice of Job Vacancy to [njdajobs@ag.nj.gov](mailto:njdajobs@ag.nj.gov).

SAME PROGRAM INFORMATION

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted to [njdajobs@ag.nj.gov](mailto:njdajobs@ag.nj.gov) along with your resume, cover letter, announcement number, and transcript (if position has a degree requirement) by the closing date indicated above. For more information on the SAME Program visit their website at: <https://nj.gov/csc/same/overview/index.shtml>, email: [CSC-SAME@csc.nj.gov](mailto:CSC-SAME@csc.nj.gov), or call CSC at (609) 292-4144, option 3.

BENEFIT(S)\*

\*Pursuant to the State/Department's policy, procedures and/or guidelines.

Statewide benefits include:	
Deferred Compensation	Paid Time Off
Health and Life Insurance	State Holidays
Flexible and Health Savings Accounts (FSA) (HSA)	Up to \$250 in rewards for Wellness Program
Alternate Work Week available for some positions	Telework or Alternate work week available for some positions
Retirement and/or Pension Benefits*	Tuition Reimbursement*

The New Jersey Department of Agriculture is an Equal Employment Opportunity Employer