



State of New Jersey

DEPARTMENT OF BANKING AND INSURANCE

ADMINISTRATION

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Governor

SUSAN OCHS
Acting Commissioner

DR. DALE G. CALDWELL
Lt. Governor

ILA BHATNAGAR
Assistant Commissioner

The New Jersey Department of Banking & Insurance invites qualified candidates to apply for the following position:

POSTING NUMBER	2026-BIA-009	OPENING DATE	February 6, 2026	CLOSING DATE	February 20, 2026
TITLE & TITLE CODE IF APPLICABLE	Title: Supervisor Information Technology Help Desk Title Code: 70348				
UNIT & LOCATION	Office of Information Management Services Mary Roebling Building 20 W. State Street Trenton, New Jersey	TITLE RANGE & SALARY RANGE	R26 \$80,755.57 - \$118,678.17		
		STARTING SALARY	TBD per NJAC per current salary step		
OPEN TO	Open to current State employees with permanent status, who meet the requirements below, subject to current promotional and hiring restrictions, if any, required by the New Jersey Civil Service Commission.				
TITLE DESCRIPTION	Under direction in a state department, agency or institution, supervises staff and monitors help desk support operations providing hardware and software support to end-users; supervises the implementation and maintenance of desktop operating systems, applications, and hardware; directs problem diagnosis and resolution; consults with network management and systems programming staff for problem diagnosis, assistance and resolution; and provides technical support and guidance to end-users and to other units within the organization; does related work as required.				
EXPERIENCE REQUIREMENTS	NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience. Eight (8) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity. OR Possession of a bachelor's degree from an accredited college or university; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity. OR				

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	<p>Possession of an associate's degree in computer science or information technology; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.</p> <p>OR</p> <p>Possession of a bachelor's or master's degree in computer science or information technology; and three (3) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.</p> <p>OR</p> <p>Four (4) years of professional 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 computer systems and work in the information processing support areas of input/output control, scheduling, or reliability support; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.</p> <p>NOTE: Evidence of formal training received from or evaluated by an accredited institution of higher learning may be submitted with your application. Applicants must provide documentation from the accredited institution that clearly outlines the training course(s) that are acceptable and the corresponding number of credit hours for the training to be accepted. In-house courses (such as training provided on the job or through the appointing authority) will not be accepted.</p> <p>NOTE: "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.</p>
LICENSE REQUIREMENTS	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.

RESIDENCY REQUIREMENTS	<p>The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70) effective September 1, 2011, contains new residency requirements for public officers and employees, unless exempted under the law. Current, new or prospective employees should be aware of the following:</p> <p>Effective September 1, 2011, all employees of State and local government must reside in the State of New Jersey, unless exempted under the law. If you already work for State or local government as of September 1, 2011, and you do not live in New Jersey, you are not required to move to New Jersey. However, if you begin your office, position or employment on September 1, 2011 or later, you must reside in New Jersey. If you do not reside in New Jersey, you have one year after the date you take your office, position or employment to relocate your residence to New Jersey. If you do not do so, you are subject to removal from your office, position, or employment.</p>
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<p>GENERAL INFORMATION</p>	<p><u>Medical Accommodation Requests:</u> The New Jersey Department of Banking and Insurance provides reasonable accommodations to applicants with disabilities upon request in accordance with the law. If you need a reasonable accommodation for any part of the application, interview, and/or hiring process, please contact the Department's ADA/Medical Accommodations Coordinator, Lisa Clapp, at lisa.clapp@dobi.nj.gov or (609) 940-7337, for assistance.</p> <p><u>Telework:</u> This position may be eligible to participate in the Department's pilot Telework Program/Policy, which offers eligible employees the opportunity to work remotely up to two (2) days per week, if approved by Management per operational needs, subject to all requirements of the Department's Telework Program/Policy. For questions regarding Telework eligibility, please ask during the interview process if selected for an interview.</p> <p><u>Benefits:</u> For questions regarding health insurance and other job-related benefits, please direct inquiries to the Department's Human Resources Office at the email address provided below.</p> <p><u>Hours of Work:</u> The hours of work for this position are Monday through Friday from 9:00 a.m. to 5:00 p.m. All Non-Limited (NL) titles will be required to perform work beyond the stated hours of work as needed, in compliance with applicable collective bargaining agreements and laws.</p> <p><u>State as a Model Employer ("SAME") Applicants:</u> If you are applying for this position under the State of New Jersey's SAME Program, please note that your supporting documents (i.e. Schedule A or B Letter), must be submitted along with your Resume, by the closing date indicated above. For information on the SAME Program, please visit the New Jersey Civil Service Commission's ("CSC") website at: Civil Service Commission Overview (https://nj.gov/csc/same/overview/index.shtml), and for any questions regarding the SAME program, please contact CSC by email: CSC-Same@csc.nj.gov, or by phone at: 609-292-4144, "option 3".</p>
<p>APPLICATION INSTRUCTIONS</p>	
<p>Applicants must submit a Letter of Interest, Resume, transcript(s) if specified above, and three (3) professional references of your current or former supervisors/ managers- please only provide references for those to whom you have reported in the workplace and who have supervised or managed your work. Please provide your references' names, job titles and current contact information, including email addresses. All application documents must be submitted by the Closing Date specified above to the Department of Banking and Insurance's Human Resources Office at Recruitment_Hiring@dobi.nj.gov, with your last name and the BIA Posting Number above included in the subject line of your email. Thank you.</p>	

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