



NEW JERSEY DEPARTMENT OF HEALTH NOTICE OF VACANCY

State of New Jersey

The Department of Health has a career opportunity for qualified candidates for the following position:

Title Technical Support Specialist 2 [Classified Competitive]			Salary P26 \$78,024.71 - \$111,000.80
Posting Number 588-24	Position Number 025553	Number of Positions 1	Posting Period * From: 09/03/2024 To: 09/17/2024
Location: ANCORA PSYCHIATRIC HOSPITAL 301 SPRING GARDEN ROAD ANCORA, NJ 08037			Scope of Eligibility/Open to: Applicants who Meet the Requirements

GENERAL DESCRIPTION

Under general supervision, as a lead worker, provides guidance and direct hands on support for an information technology 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 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; performs other related duties as required.

REQUIREMENTS (EDUCATION / EXPERIENCE / LICENSES)

EDUCATION:

Graduation from an accredited college or university with an Associate's degree in, Computer Science, 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) 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.

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 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.



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Special Note Regarding 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.

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.

IMPORTANT FILING INSTRUCTIONS

If interested in this position, you can reply in one of two ways:

- Forward the required documents electronically to:
PST.APH@doh.nj.gov
- Mail the required documents to:
**Nancy Bill, Manager 2, Human Resources
Ancora Psychiatric Hospital
Reference Posting #588-24
New Jersey Department of Health
301 Spring Garden Road
Ancora, NJ 08037**

Required documents:

- cover letter
- resume
- completed application, found at:
<http://www.nj.gov/health/forms/dpf-663.pdf>

** Responses received after the closing date MAY be considered if the position is not filled.*



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IMPORTANT NOTES

**State as a Model Employer
of People with Disabilities
(SAME) Applicants:**

If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume 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: SAME@csc.nj.gov , or call CSC at (833) 691-0404.

PHEL Candidates:

If you are a candidate for a position in our Public Health and Environmental Laboratories, you may be subject to pre- and /or post-employment alcohol and drug testing.

Direct Client Care:

If you are a candidate for a position that involves direct client care in one of the State facilities/programs, you may be subject to pre- and/or post-employment drug testing/screening. The cost of any pre-employment testing will be at the candidate's expense. Candidates with a positive drug test result, or those who refuse to be tested and/or cooperate with the testing requirement, will not be hired.

**New Jersey
First Act:**

In accordance with N.J.S.A. 52:14-7, the "New Jersey First Act", all employees must reside in the State of New Jersey, unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey.

Resume Note:

Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so may result in your ineligibility.

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. The State of New Jersey does **not** provide sponsorships for citizenships to the United States.

Note: Newly hired employees must agree to a thorough background check that will include fingerprinting.

The New Jersey Department of Health is an Equal Opportunity Employer.