



State of New Jersey

Department of Human Services

Philip Murphy
Governor
Tahesha L. Way
Lt. Governor
Sarah Adelman
Commissioner

The New Jersey Department of Human Services invites you to apply for the following position:

JOB POSTING #:	426-24	ISSUE DATE:	9/16/2024	CLOSING DATE:	9/30/2024
TITLE:	Supervisor Information Technology Help Desk				
LOCATION:	Division of Medical Assistance and Health Services, Office of Information Systems 5 Quakerbridge Plaza Hamilton, NJ 08619	RANGE:	R26		
		SALARY:	\$78,024.71 - \$111,000.80		
		UNIT SCOPE:	K250		
		SERV. CLASS:	Competitive		
OPEN TO:	Current DHS Employees				
DESCRIPTION					
DEFINITION:	Under direction in a state department, agency, institution, or local jurisdiction, 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.				
SPECIAL NOTE:	<p>The desired candidate will be:</p> <ul style="list-style-type: none"> Committed to serving people the best way possible through government healthcare programs. Excellent at communication and interpersonal skills with demonstrated ability to build bridges of understanding with all levels of stakeholders. Emit positive energy and eagerness to embrace diverse colleagues and communities. Motivated to work independently and in teams towards shared goals. Curious and exude positive energy to learn and grow in the organization. 				
REQUIREMENTS					
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				
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.					
OR					
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>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>
SPECIAL NOTE:	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.
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 NOTICES	
NOTE FOR 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. The evaluation must be included with your submission. Failure to submit the required evaluation may result in an ineligibility determination.
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.
DRUG SCREENING:	If you are a candidate for a position that involves direct client care with the Department of Human Services, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing will be at your 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. You will be advised if the position for which you're being considered requires drug testing and how to proceed with the testing.
NOTE(S):	* Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made. * <i>Telework:</i> This position may be eligible to participate in the Department's pilot "Telework Program", which offers eligible employees the opportunity to work remotely for up to two (2) days per week, as approved by management. Details on this, and other benefits, will be made available throughout the interview process.
FILING INSTRUCTIONS	
<p>Forward a cover letter and resume electronically to: DHS-CO.Resumes@dhs.nj.gov You must include the Job Posting #, and Last Name in the subject line of your email. Example: (123-22, Smith)</p>	

New Jersey Department of Human Services is an Equal Opportunity Employer