



New Jersey Office of Information Technology

## NOTICE OF JOB VACANCY

ISSUE DATE: March 14, 2023

CLOSING DATE: March 28, 2023

POSTING OPEN TO: ( ) OIT EMPLOYEES IN UNIT SCOPE(S):  
(X) STATEWIDE (STATE EMPLOYEES ONLY): \*\*See below  
( ) GENERAL PUBLIC

TITLE: Supervisor Information Technology

POSTING #2023-049

TITLE CODE: 61454

NUMBER OF POSITIONS: 1

SALARY RANGE: R31 \$91,734.38 - \$131,021.09

HOURS OF WORK: 8:00 a.m. – 4:00 p.m.

LOCATION: NJ Office of Information Technology  
Application Development Division  
IT Service Level Management Unit  
300 Riverview Plaza  
Trenton, NJ 08625

**\*\*PLEASE NOTE: Open to New Jersey State employees with permanent status in a competitive title who meet the requirements listed below as a promotional/lateral opportunity, subject to current promotional/hiring restrictions**

*The Office of Information Technology (OIT) currently offers a hybrid work schedule, and this position may qualify for up to 2 days of remote work outside of OIT buildings. This program does not supersede the "New Jersey First Act", which requires newly hired OIT employees to establish, and then maintain, principal residence in the State of New Jersey.*

**DESCRIPTION OF THE SPECIFIC POSITION:** Supervise the day-to-day activities of the NJOIT Service Level Management initiatives in support of IT operational monitoring and metrics. Supervise the technical architecture for all monitoring tools for health and availability of infrastructure devices administered by NJOIT. Develop the ability to easily assess the impact of equipment and service outages and to communicate the information to management. Monitor and track hardware and software purchases and related maintenance agreements. Plan the implementation, administration, and operation of an Enterprise Service Level Management system. Plan and implement successful upgrades and enhancements to all Service Level Management platforms. Knowledge of installation, configuration, operation, and maintenance of Service Level Management toolsets, as well as Network Centric toolsets such as SolarWinds, Splunk, Cisco Prime and ServiceNow are a plus. Please note that the appointee to this position may be asked to provide periodic off-hours support.

**DEFINITION:** Under the general supervision of a manager in an information technology organization, supervises and directs the operation of a Network support unit (mainframe and/or client server environment) of at least five (5) employees responsible for development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), and the provision of tier 3 technical support to end users. Provides lead support in the diagnosis and resolution of complex operational problems; directs problem diagnosis; supervises the monitoring and allocation of staff resources, the use of productivity aids, and the maintenance of software and hardware in mainframe and/or client/server environments with related peripherals; plans, evaluates, tests, implements and maintains network technology solutions as appropriate for the technology unit assigned; and does related work as required.

### **REQUIREMENTS:**

**EDUCATION:** Graduation from an accredited college or university with a Bachelor's degree.

**EXPERIENCE:** Five (5) years of experience in an Information Technology Operational Support unit for a large public or private information processing facility, including at least three (3) years of experience with an information technology operational support unit supporting a multiplatform Client Server LAN or WAN environment or Mainframe operation.

**SUBSTITUTIONS:**

**A. EXPERIENCE FOR EDUCATION**

1. Additional experience as described above may be substituted for the four-year education requirement on a year for year basis.
2. Training hours approved by the Civil Service Commission can be substituted for the education requirement where sixteen (16) contact hours equals one (1) semester credit hour.

**B. EDUCATION FOR EXPERIENCE**

1. Thirty (30) semester hour credits in Information Technology may be substituted for one (1) year of experience.
2. A Master's degree in Information Technology or related studies may be substituted for one (1) year of any of the experience noted above.

**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.

**FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES**

**AUTHORIZATION TO WORK:** U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

**Note on Degree Information:** You must provide a transcript(s) or evaluation of your degree(s). Foreign degrees must be evaluated by a recognized evaluation service and include your course-by-course evaluation. Candidates will NOT be considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

**Current State employees:** Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011 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. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

**OPEN TO THE FOLLOWING:** Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: <https://info.csc.state.nj.us/TitleList/TitleSearch.aspx>


**As a condition of employment with NJOIT a background inquiry will be conducted.**

The NJ Application for Employment can be found at: <https://nj.gov/it/docs/eo/DPF-663.pdf>

**Electronic Filing:** Applicants are encouraged to file electronically. Forward **your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references** to [recruiter1@tech.nj.gov](mailto:recruiter1@tech.nj.gov) **Include the posting number in the subject line.**

**Alternate Filing:** If unable to file electronically, applicants may forward **your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references (including posting #2023-049)** to:

Heather Pursell, Manager, Human Resources  
Office of Information Technology  
300 Riverview Plaza, 4<sup>th</sup> Floor  
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Authorized by:   
Lisa Blauer, Chief of Staff