



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: July 18, 2024

CLOSING DATE: August 1, 2024

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

TITLE: Information Technology Specialist

POSTING # 2024-083

TITLE CODE: 53262

NUMBER OF POSITIONS: 1

SALARY RANGE: P21 \$62,164.36 - \$88,009.21

LOCATION: NJ Office of Information Technology

HOURS OF WORK: 8:00 a.m. – 4:00 p.m.

Network Operations
Telecommunication Unit
300 Riverview Plaza
Trenton, NJ 08625

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: Provide wireless support to state governmental agencies and end-users within the Executive Branch of New Jersey. Work in unison with other technical personnel to provide guidance and support for wireless services. Applicants should be familiar with wireless services of vendors. Knowledge of provisioning, deploying, and maintenance of wireless platforms/plans, operating systems, and connectivity a plus. Familiar with trouble ticketing system, monitoring incoming tickets, and processing in priority order, as well as providing phone and email support. Provide technical assistance and technical support to end-users, answer questions about services and product features, as well as provide guidance in using applications and features. Assist in accurately processing orders for activations, upgrades, deactivations, ports, warranty replacements, suspensions, and reassignments. Assist agencies with mobile devices/equipment selection and plan choices to help resolve budgetary issues and increase efficiency. Basic computer knowledge, proficiency in Microsoft Office products and ability to interface with vendor portals to access account information to assist with repairs, voicemail resets, MiFi and Cellular device support. Maintain and update customer database, assist in preparation of periodic data and technical reports.

DEFINITION: Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required.

REQUIREMENTS:

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

NOTE: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

NOTE: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION: Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

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. NJOIT does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

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/StateList.aspx>

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

Please visit the following URL for the NJ Application for Employment: <https://nj.gov/it/docs/eo/DPF-663.pdf>

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.

<p>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 recruiter4@tech.nj.gov include the posting number in the subject line.</p>	<p>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 #2024-083) to:</p> <p>Heather Pursell, Manager, Human Resources Office of Information Technology 300 Riverview Plaza, 4th Floor P.O. Box 212 Trenton, New Jersey 08625-0212</p>
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Authorized by: 
Lisa Blauer, Chief of Staff