



VACANCY ANNOUNCEMENT

Posting #: 2025-209	Issue Date: 09/30/2025	Closing Date: 10/14/2025	
Title: Information Technology Assistant (IT Customer Support/Asset Management) (Non-Competitive)	Range/Title Code: A11/53301	Salary: \$41,416.30 - \$59,618.70	
Unit Scope: Statewide Public/Private	Location: Office of Information Management, Services & Solutions – 1 John Fitch Plaza, Trenton, NJ 08625 (Unit Scope N195)	Workweek: 35	# Vacancies: 1

Job Description

The Office of Information Management, Services & Solutions (OIMSS) seeks an entry-level Information Technology Assistant to join our IT Customer Support and Asset Management teams. This position provides an opportunity to begin a career in information technology with hands-on experience in customer service, troubleshooting, and IT asset lifecycle management.

Key Responsibilities:

- Open and document IT service tickets in the ticketing system.
- Answer incoming calls and emails, gather information from users, and record details for experienced IT technicians to review.
- Perform simple troubleshooting steps (such as restarting devices, checking connections, or verifying account details), and escalate issues as needed.
- Assist with the configuration and setup of computers, printers, and other standard devices.
- Install standard software applications and updates under supervision.
- Support asset management activities by labeling, tracking, and recording IT equipment.
- Help maintain simple inventory records and prepare forms for equipment or supply requests.
- Follow documented procedures to perform routine tasks and assist higher-level staff.
- Learn departmental processes, policies, and basic IT support practices.
- Perform other related duties as required.

Preferred Qualifications:

- Strong customer service and communication skills.
- Basic familiarity with Windows operating systems and Microsoft Office applications.

Full Civil Service specifications can be found [HERE](#)

Employee Benefit(s)

The Department of Labor and Workforce Development (DOL) provides many employee benefits to acknowledge and value their contribution. Statewide benefits include:

- Alternate Work Week*
- Deferred Compensation
- Health and Life Insurance
- Public Service Loan Forgiveness (PSLF)
- Telework*
- 100% Tuition Reimbursement*
- Flexible and Health Spending Accounts (FSA)/(HSA)
- Temporary Expanded PSLF (TEPSLF) Programs

**Pursuant to the Department's policy, procedures and/or guidelines.*

Civil Service Commission Requirements (Education/Experience/Licenses)

Successful completion of four (4) high school courses in computer programming, web design, data security, ethical matters in computer science, global impact of advancements in computer science, animation, robotics, computer repair, graphic design, app development, media technology, or any related information technology area.

OR

Successful completion of a one (1) year technological training program in the operation of computers.

OR

One (1) year of experience in computer operator work involving the operation of computers and peripheral equipment, systems analysis and programming, scheduling, technical support, and/or computer operations in the data processing field.

OR

One (1) year of equivalent experience and/or training as determined by the hiring authority.

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 (609) 292-4144, option 3.

VETERANS PREFERENCE: Are you a veteran? If so, proof of your NJ Veterans Preference is required at application. Please provide a copy of you New Jersey Civil Service Commission NOTIFICATION OF VETERANS STATUS along with your cover letter and resume. For information on how to apply for Veterans Preference in the State of NJ, please visit the Civil Service Commission.

RESUME NOTE: Eligibility determinations will be based only upon information presented on the resume along with other supporting documents. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of the transcripts from a recognized evaluation service at the time of submission. Failure to do so may result in your ineligibility.

This is not a promotional announcement for a Civil Service Examination.

This posting may result in personnel actions which will require final approval by the Department of Labor and Workforce Development and the Civil Service Commission in accordance with Civil Service Commission rules and regulations.

**This job posting is authorized by the Department of Labor and Workforce Development,
Division of Human Capital Strategies.**

TO APPLY

If you qualify, **please submit a letter of interest, transcripts (if applicable) and your resume (including the best contact number and email address)** by clicking on the link below. Your submission **must** be received by the closing date and include the job posting number.

CLICK HERE TO APPLY:

[#2025-209 Information Technology Assistant IT Customer Support/Asset Management](#)

Newly hired employees must agree to a thorough background check that may include fingerprinting.

- Any appointments made from postings, which involve movement between unit scopes, may result in a forfeiture of rights to any promotional list in a former unit scope.
- As of September 2010, in accordance with N.J.S.A. 52:14-7, the "New Jersey First Act," all new 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, or to secure an exemption.

- Work Authorization: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. NJDOL does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

The New Jersey Department of Labor and Workforce Development is an Equal Opportunity/Affirmative Action Employer.

New Jersey Department of Labor and Workforce Development
PERSONAL RELATIONSHIPS DISCLOSURE STATEMENT

In accordance with the Uniform Ethics Code adopted by the NJ State Ethics Commission and the State Policy Prohibiting Discrimination in the Workplace, the New Jersey Department of Labor and Workforce Development (NJ DOL) requires the disclosure of all relatives, consensual personal relationships, and cohabitants. No NJ DOL employee may supervise or exercise any authority with regard to personnel actions involving their relative, anyone with whom there is a consensual personal relationship, or anyone with whom they cohabit.

Relative means an individual's spouse/domestic partner/civil union partner¹ or the individual or spouse's/domestic partner's/civil union partner's parent, child, brother, sister, aunt, uncle, niece, nephew, cousin, grandparent, grandchild, son-in-law, daughter-in-law, stepparent, stepchild, stepbrother, stepsister, half-brother or half-sister, whether the relative is related to the individual or the individual's spouse/domestic partner/civil union partner by blood, marriage or adoption.

Consensual personal relationship means marriage, engagement, dating or other ongoing romantic or sexual relationships.

Cohabitant means non-related persons who share a household under circumstances where there is financial interdependence.

The New Jersey Department of Labor and Workforce Development requires the disclosure of all relatives and consensual personal relationships to be promptly reported directly to the Division of Human Capital Strategies (HCS), Director's Office. Confidentiality shall be maintained to the extent possible and practicable. This information may be shared with NJ DOL's Equal Employment Opportunity Office and/or the NJ DOL Ethics Office as deemed necessary. Upon receiving notice of the relationship, HCS may address any situation as necessary in consultation with the EEO Office and/or the Ethics Officer. This may include, but is not limited to, the changing of reporting relationships or transferring any of the employees involved. Failure to provide notification to HCS may result in discipline up to and including termination and the denial of legal representation and indemnification by the State in the event that a lawsuit is filed having a connection with a personal relationship. Employees are under a continuing obligation to promptly report personal relationships that develop during the course of their employment.

☐ I **DO NOT** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development.

☐ I **DO** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development identified as follows:

Name	Relationship	Division and Work Location

Do you need more space for disclosure? ☐ Yes ☐ No **If YES, continue writing on the back of this form.**

I certify that the information on this form to the best of my knowledge and belief is true, complete and accurate. I understand that any misleading or incorrect information, willful misstatement, or omission of a material fact, may be just cause for disciplinary action up to and including termination. I understand my obligation to promptly report personal relationships that develop during the course of my employment.

Applicant/Employee's Name (Print) _____

Applicant/Employee's Signature _____

Date _____

¹ Domestic Partner as defined in NJSA 26:8A-1 et. seq. and Civil Union status as defined in NJSA 37:1-28 et. seq.