



VACANCY ANNOUNCEMENT

Posting #: 2026-177		Issue Date: 07/06/2026		Closing Date: 07/20/2026	
Title: Software Development Specialist 1 (IVR Developer) (Non-Competitive)		Range/Title Code: P21/10237		Salary: \$64,340.11 - \$94,061.71	
Unit Scope: Statewide Public/Private		Location: Office of Information Management, Services & Solutions – Trenton, NJ (N195)		Workweek: 3E	# Vacancies: 1

Job Description

The New Jersey Department of Labor and Workforce Development, Office of Information Management, Services & Solutions (OIMSS), is seeking an entry-level Software Development Specialist 1 to join the Telephony Unit as an IVR developer. Under the supervision of senior technical staff, this position will assist in developing, configuring, testing, and maintaining Interactive Voice Response (IVR) applications and cloud-based call center solutions within the Department’s Amazon Web Services (AWS) environment, supporting systems that deliver services to New Jersey residents.

Key Responsibilities:

- Collaborate with senior developers, telephony administrators, and business stakeholders to gather requirements and implement IVR enhancements.
- Assist in the development, configuration, and maintenance of IVR applications and call flows within AWS-based telephony platforms.
- Support the implementation and enhancement of Amazon Connect and related AWS services used for call center and telephony solutions.
- Participate in the design, development, testing, and deployment of software components that support telephony and customer service applications.
- Support integrations between IVR systems and backend applications, APIs, and databases.
- Assist in the creation and administration of Microsoft Teams telephony features, including user accounts, call queues, and related configurations.
- Participate in system testing, quality assurance, and user acceptance testing for telephony-related enhancements.
- Assist with troubleshooting, debugging, and resolving issues related to IVR functionality, call routing, and telephony integrations.
- Assist in monitoring system performance and implementing improvements to enhance reliability and user experience.
- Prepare and maintain technical documentation related to IVR workflows, configurations, and development activities.

Preferred Qualifications:

- Familiarity with AWS cloud services, particularly Amazon Connect, Lambda, API Gateway, or related services.
- Basic programming or scripting experience (such as JavaScript, Python, or similar languages).
- Exposure to IVR or call center technologies.
- Familiarity with Microsoft Teams telephony features, including call queues and user account administration.
- Knowledge of REST APIs, system integrations, or cloud-based application development.
- Ability to analyze technical problems and collaborate with technical and non-technical staff.
- Strong written and verbal communication skills and the ability to document technical processes clearly.

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)

****Those who applied to POSTING #2026-77 do not need to apply again and will be taken into consideration.****

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.

Five (5) years of professional experience in programming, systems programming or computer analysis.

OR

Possession of a bachelor's degree from an accredited college or university; and one (1) year of the above-mentioned professional experience.

OR Possession of a master's degree in an information technology field.

NOTE: "Professional experience" refers to work that is analytical, evaluative, and interpretive; requires a range of basic knowledge of the profession's concepts and practices; and is performed with the authority to act and make accurate and informed decisions.

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.

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.

VETERANS PREFERENCE: Are you a veteran? If so, proof of your NJ Veterans Preference is required at application. Please provide a copy of your 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.

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.

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.

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.**

Please Click Here to Apply:
[Software Development Specialist 1 # 2026-177](#)

- 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.