



State of New Jersey

OFFICE OF THE ATTORNEY GENERAL
DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF STATE POLICE
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July 23, 2024
NOTICE OF JOB VACANCY
#I&IT47-23P

An opportunity currently exists within the Department of Law and Public Safety, Division of State Police, for applicants who meet the requirements listed below:

TITLE: Technical Support Specialist 1
SALARY: \$65,036.01 - \$92,158.59 (40 ww)
LOCATION: Identification and Information Technology Section
Operational Technology & Interoperability
Communication Infrastructure
Division Headquarters
West Trenton, NJ 08628

NUMBER OF VACANCIES: One (1)

DUTIES: Under limited supervision, provides direct hands on support for an information technology unit in resolving moderately complex production problems from verbal or written problem reports; consults with Technical Support Specialist 2, and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR under limited supervision in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; receives calls, emails, and tickets at the help desk and handles assigned problems which may include moderately complex and/or critical issues short of the highest level; performs other related duties as required.

REQUIREMENTS

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Computer Science, Information Technology, or a closely related field.

EXPERIENCE: Two (2) years of experience in one or more of the following: 1) information technology systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; or 4) help desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment.

NOTE: A Bachelor's degree in any field may be substituted for an Associate's degree in Computer Science, Information Technology, or a closely related field.

NOTE: A Bachelor's or Master's degree in Computer Science, Information Technology, or a closely related field may be substituted for one (1) year of experience.

SPECIAL NOTE: 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 or client/server computer systems and work in the information technology support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

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.

RESUME NOTE: Eligibility determinations will be based upon information presented in the resume only. Applicants who possess foreign degrees (degrees earned outside of the U.S.) are required to provide an evaluation indicating the U.S. equivalency prior to the closing date. Failure to do so will result in your ineligibility.

If interested, please send a cover letter indicating job vacancy number, copy of your transcript, which indicates the date your degree was conferred (required), and a current resume before the closing date of August 6, 2024 to:

NJSPResumes@njsp.gov

-OR-

*Division of State Police
Office of Human Resources
PO Box 7068
W. Trenton, NJ 08628-0068*

The New Jersey Division of State Police is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff. We strongly encourage people from all groups and communities to apply. The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011 Chapter 70), requires new public employees to reside in the State of New Jersey within one (1) year of employment.



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