NEW JERSEY DEPARTMENT OF COMMUNITY AFFAIRS

JOB VACANCY POSTING

POSTING NUMBER: HR-0017   **ISSUE DATE:** March 25, 2013

TITLE: Technical Support Specialist II   **CLOSING DATE:** April 8, 2013

DIVISION/UNIT: Information Technology

LOCATION: 101 South Broad Street, Trenton   **SALARY RANGE:** P20: $47,936.78 - $67,786.19

POSITION(S):   1   **DISTRIBUTION:** STATEWIDE

DESCRIPTION OF MAJOR DUTIES:

Under general supervision, in an IT environment, provides direct hands on support to the department in resolving production problems from verbal or written problem reports; consults with 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 in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and or workstations; does other related duties.

REQUIREMENTS

EDUCATION:
Graduation from an accredited college or university with an Associate's degree in Data Processing.

EXPERIENCE:
Two (2) years of experience in data processing systems analysis and programming design, or the analysis of work methods and processes, or the operation of multi-program or client/server computer systems, or working in the support areas of computer scheduling, Input/output control and magnetic data control in the data processing field or 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 or using productivity aids and Job control languages.
NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.
NOTE: A Bachelor or Master's degree in Data Processing may be substituted for one (1) year of experience.

Special Note Substituting Experience for Education

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 data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.
NOTE: Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Department of Personnel will review the course content and all the other factors involved, and make a determination.

LICENSE/CERTIFICATIONS:
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.

*A promotional or open competitive list exists.

Please submit a resume and any required documents (licenses, certification and or transcripts) along with a letter of interest, including a phone number to:

Human Resources Director
New Jersey Department of Community Affairs
HR# 0017
PO Box 800
Trenton, New Jersey 08625
Resumes may be emailed to: resume1@dca.state.nj.us

Interviews will be granted on the basis of the resume.
NOTE: In accordance with the New Jersey First Act P.L. 2011 c70, effective September 1, 2011, new public employees are required to obtain New Jersey residency within one (1) year of employment.

The New Jersey Department of Community Affairs is an Equal Opportunity Employer