



NEW JERSEY DEPARTMENT OF AGRICULTURE
 200 RIVERVIEW PLAZA
 P.O. BOX 330
 TRENTON, NJ 08625-0862



NOTICE OF JOB VACANCY

TITLE: TES IT Helpdesk Support Specialist (35 hours per week for 12 months)	ANNOUNCEMENT #: 28-26	ISSUE DATE: 6/03/2026 CLOSING DATE: 6/17/2026
SALARY: \$30.00/hr.	<input type="checkbox"/> DEPARTMENT WIDE <input type="checkbox"/> STATEWIDE <input checked="" type="checkbox"/> GENERAL PUBLIC	
LOCATION: Office of the Secretary (IT unit), Trenton, New Jersey		

JOB DESCRIPTION

Under the direction of the Supervisor of NJDA IT User Support Services, the Information Technology Specialist is responsible for technical support for computer-related issues, installation and troubleshooting of computer hardware, software, mobile devices, incident tracking, and resolution. Assist onsite and remote users in resolving computer hardware installation/configuration, application software, and network connectivity issues. Perform account management functions including, but not limited to, unlocking user accounts, re-enabling computer accounts, password resets. Provide support during planned IT projects and initiatives.

Key Responsibilities

- Provide first-level technical support to employees or customers in person, email, chat, and ticketing systems.
- Diagnoses and troubleshoot hardware, software, printer issues.
- Document support requests, resolutions, and system changes in the help desk ticketing system.
- If NJDA leadership approves the project to migrate telephone service for Agriculture divisions in with office in Pheal building to transition from Avaya desk telephones to Microsoft Teams VoIP platform. The person in position will be involved in the user onboarding, configuration, troubleshooting, and ongoing technical assistance.
- Work with the team and end-users to migrate assigned tablets and configure them under Workplace management, which adds to the current workload and requires dedicated technical oversight.
- Install, configure, and maintain desktops, laptops, mobile devices (cell phones and tablets), and peripheral equipment. Assist with software installations, updates, and system upgrades.
- Decommission equipment in the inventory system and stage for removal.
- Ensure compliance with IT SOP's, cybersecurity standards, and data protection procedures.

Required Skills & Experience

- Strong attention to detail with the ability to manage multiple updates simultaneously.
- Excellent communication skills, with the ability to translate technical findings for non-technical stakeholders.
- Experience collaborating across teams, including IT, communications, and program staff.

REQUIREMENTS

SKILLS/EXPERIENCE: In addition to skills and experience as outlined in the above job description, previous office experience is a plus; excellent communication, critical thinking, and organizational skills are highly important.

EDUCATION: Graduation from an accredited college or university with an associate's degree in web design, web development, information technology, or a closely related field.

NOTE: All college degrees (both U.S. and non-U.S.) and/or transcripts from a college or university must already be evaluated for accreditation by the closing date of posting. Transcripts (if required) must be submitted with a resume. Failure to comply with these requirements may result in ineligibility.

FOREIGN DEGREES: Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated by a reputable evaluation service at your expense. The evaluation must be included with your submission, and failure to submit the required evaluation may result in an ineligibility determination. For additional information, please refer to the Civil Service Commission's website at: <https://www.nj.gov/csc/>

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.

AUTHORIZATION TO WORK: The selected candidate must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship, and Immigration Services regulations.

NOTE: The State of New Jersey does not provide sponsorships for permanent residency to the United States or work visa.

IMPORTANT NOTICE

Effective September 1, 2011, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless an exemption is obtained. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

ELECTRONIC FILING INSTRUCTIONS

Interested applicants must email a cover letter, including the announcement number, resume, and transcripts by the closing date of this Notice of Job Vacancy to njdajobs@ag.nj.gov.

SAME PROGRAM INFORMATION

SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted to njdajobs@ag.nj.gov along with your resume, cover letter, announcement number, and transcript (if position has a degree requirement) by the closing date indicated above. For more information on the SAME Program visit their Website at: <https://www.nj.gov/csc/about/divisions/eeo/>, email: CSC-SAME@csc.nj.gov, or call CSC at (609) 292-4144, option 3.

BENEFIT(S)*

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

TES benefits include Earned Sick time

The New Jersey Department of Agriculture is an Equal Employment Opportunity Employer