



**JOB VACANCY POSTING**

<b>POSTING #:</b>	393-22	<b>ISSUE DATE:</b>	September 21, 2022
<b>TITLE:</b>	<b>SUPERVISOR INFORMATION TECHNOLOGY HELP DESK</b>	<b>CLOSING DATE:</b>	October 5, 2022
<b>LOCATION:</b>	Department of Children and Families (DCF) Office of Education 50 East State Street Trenton, NJ 08625		
<b>POSITIONS:</b>	1	<b>RANGE:</b>	R 26
<b>DISTRIBUTION:</b>	STATEWIDE	<b>SALARY:</b>	\$72,836.90 - \$103,620.41

**SCOPE OF ELIGIBILITY:** Open to employees who are permanent in a competitive title, or a Civil Service Commission approved non-competitive title with underlying permanent State service as a promotional or lateral opportunity, subject to current promotional and hiring restrictions.

**SPECIAL NOTE:** This position may be eligible to work remotely for up to two days in a calendar week.

**DEFINITION:** Under direction in a state department, agency, institution, or local jurisdiction, supervises staff and monitors help desk support operations providing hardware and software support to end-users; supervises the implementation and maintenance of desktop operating systems, applications, and hardware; directs problem diagnosis and resolution; consults with network management and systems programming staff for problem diagnosis, assistance and resolution; and provides technical support and guidance to end-users and to other units within the organization; does related work as required.

**REQUIREMENTS**

**EDUCATION:** Graduation from an accredited college or university with a Bachelor's degree.

**EXPERIENCE:** Four (4) years of experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

**NOTE:** An Associates degree in Computer Science or Information Technology may be substituted for the Bachelor's degree indicated above.

**NOTE:** A Bachelor's or Master degree in Computer Science or Information Technology may be substituted for one (1) year of non-lead 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 computer systems and work in the Information processing support areas of input/output control, scheduling, or reliability support may be substituted for the required education on a year for year basis.

**NOTE:** Any formal information technology 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.

**RESUME NOTE:** Eligibility determinations will be based upon information presented on the resume only. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of one's transcripts from a recognized evaluation service at the time of submission by the above closing date. 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.

**NOTE:** APPLICABLE SPECIAL RE-EMPLOYMENT LIST ESTABLISHED AS A RESULT OF A LAYOFF WILL BE USED BEFORE ANY APPOINTMENTS ARE MADE.

**IMPORTANT NOTICE**

**RESIDENCY** - Effective 9/1/11, 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 he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

**Electronic Filing:**

Forward a cover letter and resume as a **single PDF document**, saving the file by your **Last Name, First Name** to:

[Job.Posting@dcf.nj.gov](mailto:Job.Posting@dcf.nj.gov)

Include the **Job Posting #** in the subject line of your email.