



# New Jersey Department of Veterans Affairs

## General Notice of Vacancy

The New Jersey Department of Veterans Affairs invites you to apply for the following position:

<b>JOB POSTING #</b>	04-26	<b>ISSUE DATE:</b>	02/18/2026	<b>CLOSING DATE:</b>	03/04/2026
<b>TITLE:</b>	Information Technology Specialist (Customer Support Center Tech)			<b>WORK WEEK:</b>	35
<b>LOCATION:</b>	Information Services Division 131 Eggerts Crossing Road Lawrenceville, NJ 08648	<b>RANGE:</b>	P21	<b>SALARY:</b>	\$64,340.11- \$94,061.71
		<b>CLASS OF SERVICE:</b>	Non-Competitive		
		<b>UNIT SCOPE:</b>	VA11		
		<b>WORK SCHEDULE:</b>	Standard: M-F 8:00am-3:30pm or AWP: M-Th 8:00am-4:00pm/M-F 8:00am-4:30pm		

### THIS POSTING IS ONLY OPEN TO THE FOLLOWING:

<input checked="" type="checkbox"/> Current Department of Veterans Affairs employees who are permanent in a competitive title or a Civil Service Commission-approved non-competitive title. Subject to current promotional and hiring restrictions	<input checked="" type="checkbox"/> State employees who are permanent in a competitive title or a Civil Service Commission-approved non-competitive title. Subject to current promotional and hiring restrictions	<input checked="" type="checkbox"/> Interested individuals who meet the stated requirements
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### JOB DESCRIPTION

<b>DEFINITION:</b>	<p>Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and computer programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required. Adhere to the operational and technical guidance of the Customer Support Center Supervisor. Supports business objectives; develops and promotes IT security awareness and education programs; and manages IT hardware and software programs. Troubleshoot client-side hardware and software; support printers and other peripheral devices. Provides support for maintenance of multi-network, multi-user Local Area Network (LAN)/Wide Area Network (WAN). Escalate IT issues to the Customer Support Center and/or Network Operations Bureau when required and follow up on open issues until resolved. Provides consultation and recommendations to staff and technical guidance to other employees. Ensures compliance with all state and federal regulatory guidance and apply best business practices for IT operations and data security. Provides assistance related to IT equipment and fixed asset inventory requirements. Perform other duties as assigned.</p>
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<b>NOTE:</b>	The examples of work for this title are for illustrative purposes only. Job specifications for this position can be found using this link: <a href="https://info.csc.nj.gov/TitleList/TitleSearch.aspx">https://info.csc.nj.gov/TitleList/TitleSearch.aspx</a> A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.
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### REQUIREMENTS

<p><b>EDUCATION &amp; EXPERIENCE:</b></p>	<p>One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.</p> <p><b>Note:</b> Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).</p> <p><b>Note:</b> A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.</p> <p><b>NOTE:</b> A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.</p> <p><b>SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION</b></p> <p>Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.</p> <p><b>NOTE:</b> Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.</p>
<p><b>LICENSE / CERTIFICATION:</b></p>	<p>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.</p>
<p><b>SPECIAL NOTICES</b></p>	
<p><b>RESUME NOTE:</b></p>	<p>Eligibility determinations will be based upon information presented on the resume and application 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.</p>
<p><b>PUBLIC SERVICE LOAN FORGIVENESS:</b></p>	<p>As a prospective employee of the State of New Jersey, you may be eligible for federal loan forgiveness programs and state repayment assistance programs. For more information, please visit the U.S Department of Education's website at <a href="https://StudentAid.gov/PSLF">https://StudentAid.gov/PSLF</a></p>
<p><b>VETERANS PREFERENCE:</b></p>	<p>Are you a veteran? If so, <b>proof of your NJ Veterans Preference is required at application.</b> 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's website at: <a href="https://www.nj.gov/dva/veterans/services/civil-service-preference/">https://www.nj.gov/dva/veterans/services/civil-service-preference/</a>.</p>
<p><b>SAME APPLICANTS:</b></p>	<p>If you are applying under the NJ "SAME" program, your supporting documentation (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: <a href="https://nj.gov/csc/same/overview/index.shtml">https://nj.gov/csc/same/overview/index.shtml</a>, email: <a href="mailto:CSC-SAME@csc.nj.gov">CSC-SAME@csc.nj.gov</a>, or call CSC at (609) 292-4144, option 3</p>

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.
DRUG SCREENING:	If you are a candidate for a position that involves direct client care with the Department of Veterans Affairs, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing will be at your expense. Candidates with a positive drug test result or those who refuse to be tested and/or cooperate with the testing requirement will not be hired. You will be advised if the position for which you're being considered requires drug testing and how to proceed with the testing.
INFLUENZA VACCINATION:	NJ State Law (N.J.S.A. 26:2H-18.79) requires <u>ALL</u> health care facility employees to have the influenza vaccination annually.
AVAILABLE BENEFITS:	<p>As a NJ State Department, DVA provides a comprehensive list of benefits to the employees. The benefits include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Alternate Work Week*</li> <li>• Telework*</li> <li>• Deferred Compensation</li> <li>• Health and Life Insurance with Partial Vision Reimbursement</li> <li>• Public Service Loan Forgiveness (PSLF)</li> <li>• Flexible and/or Health Spending Accounts (FSA) &amp; (HSA)</li> <li>• Benefit Leave Time* <i>Varies depending on years of service</i></li> <li>• NJ Pension Plan (NJ Public Employees' Retirement System - PERS)</li> <li>• Tuition Reimbursement</li> <li>• Public Service Loan Forgiveness (PSLF)</li> <li>• Flexible and/or Health Spending Accounts (FSA) &amp; (HSA)</li> <li>• Paid Time Off</li> <li>• 13 State Holidays</li> </ul> <p style="text-align: center;">* Pursuant to Department's Policy, Procedures, and/or guidelines</p>

### FILING INSTRUCTIONS

Submit application for employment, cover letter, resume, and other supporting documentation as a **single PDF** document, saving the file by your **Last Name, First Name**, to:



[CareersCentral@dva.nj.gov](mailto:CareersCentral@dva.nj.gov) or by U.S

Mail: ATTN: HRD-PMRS, P.O. Box 340

Trenton, NJ 08625-0340

Fax Number:(609) 530-6723

**If you are interested in any other postings within the department, please use your phone camera and scan the QR Code on the left. This will take you to the DVA Job Posting website where all other positions will be posted.**

Be sure to include the **Job Posting #** in the subject line of your email or cover letter

Application forms may be obtained from the Human Resources website at: <https://www.nj.gov/dva/admin/assets/documents/employment-application.pdf> or you may request via the email address provided.

**New Jersey Department of Veterans Affairs is an Equal Opportunity Employer and is committed to fostering a respectful and inclusive work environment which reflects the diversity of the state we serve.**