



# 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>	06-26	<b>ISSUE DATE:</b>	02/18/2026	<b>CLOSING DATE:</b>	03/04/2026
<b>TITLE:</b>	Technical Support Specialist 2 (Senior Customer Support Tech)			<b>WORK WEEK:</b>	35
<b>LOCATION:</b>	Information Services Division 131 Eggerts Crossing Road Lawrenceville, NJ 08648	<b>RANGE:</b>	P24	<b>SALARY:</b>	\$73,706.89- \$108,073.49
		<b>CLASS OF SERVICE:</b>	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 type="checkbox"/> Interested individuals who meet the stated requirements
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**JOB DESCRIPTION**

<b>DEFINITION:</b>	<p>Under general supervision, as a lead worker, provides guidance and direct hands on support for an information technology unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR under general supervision as a lead worker in a client/server environment, provides hardware/software support to end users; installs and guides the installation of hardware and software on servers and/or workstations; receives calls, emails, and tickets at the help desk and handles assigned problems which may include highly complex and/or highly critical issues; performs other related duties as required.</p> <p>This specific position will serve as the lead technician in the Customer Support Center, providing first level of response for a variety of highly technical requirements. Under the supervision of the Bureau Chief, accomplishes daily duties based on operational need. Manages frequently shifting support requirements in response to changing conditions across the department. Support and resolve issues with client-side hardware, software applications, network connectivity, telecommunications systems; and escalate issues to higher echelons of support when required. Provide timely support to DVA employees at facilities in all twenty-one (21) counties. Ensure appropriate resolution or escalation based on priority. Interface with end users through various communication methods to determine requirements in a professional manner; resolve issues expeditiously, or escalate appropriately; document solutions; serve as backup ISR for mainframe applications; support and resolve issues with client side hardware, software applications, network connectivity, telecommunications systems; maintain inventory and accountability of automation equipment; provide user education as requirement; remain current on IT trends and deployments;</p>
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	facilitate the development, implementation, and maintenance of LAN/WANs, maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems. Serve as the primary point of contact for various centralized, decentralized and SaaS based software products utilized within the environment.
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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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<b>REQUIREMENTS</b>	
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<b>EDUCATION &amp; EXPERIENCE:</b>	<p><b>EDUCATION:</b> Graduation from an accredited college or university with an associate's degree in computer science, information technology, or a closely related field.</p> <p><b>EXPERIENCE:</b> Three (3) 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.</p> <p><b>NOTE:</b> A bachelor's degree in any field may be substituted for the associate's degree in computer science, information technology, or a closely related field.</p> <p><b>NOTE:</b> 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.</p> <p><b>Special Note Regarding Substituting Experience for Education:</b> Experience in one or more of the following areas may be substituted for the required education on a year-for-year basis: 1) the study of work methods and processes; 2) the analysis of varied types of data; 3) the design and preparation of systems and programs; 4) the operation of multi-programming or client/server computer systems; or 5) work in the information technology support areas of input/output control, scheduling, reliability, or user support.</p> <p><b>Special Note Regarding Substituting Training for Education:</b> In order for training to be accepted, the applicant must provide documentation from an accredited institution of higher learning stating that the school would accept these training hours as equivalent to college credits at that institution and provide the number of college credits that would be equivalent. This documentation from the institution must come from the Department Head or Chair associated with the major or course area in question.</p>
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<b>LICENSE / CERTIFICATION:</b>	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.
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<b>SPECIAL NOTICES</b>	
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<b>RESUME NOTE:</b>	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.
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<b>PUBLIC SERVICE LOAN FORGIVENESS:</b>	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>
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<b>VETERANS PREFERENCE:</b>	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> .
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<b>SAME APPLICANTS:</b>	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
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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.**