STATE OF NEW JERSEY

OFFICE OF THE SECRETARY OF HIGHER EDUCATION

1 JOHN FITCH PLAZA
P.O. BOX 542
TRENTON, NJ 08625-0542

NOTICE OF JOB VACANCY

Reference #:		OSHE-2026-021		**Title:**	**Technical Assistant 3**		
# of Vacancies:	**1**	**Position #:**	051922	**Range/Title Code:**	P20 / 64183	**Salary Range:**	$63,662.98 to $72,450.07
Service Class:		Unclassified		**Issue Date:**	11/25/2026	**Closing Date:**	12/16/2026
Location: Office of the Secretary of Higher Education, Trenton, NJ							

NOTE: An application **must include the reference number above, a cover letter, resume, three references, a daytime phone number, and email address and be received no later than the due date. You will automatically be disqualified for the position if the requested information is not included.**

About the Office of the Secretary of Higher Education (OSHE)

The overriding mission of the Office of the Secretary of Higher Education (OSHE) is to ensure that every New Jerseyan, regardless of life circumstances, has the opportunity to obtain a high-quality degree or credential that prepares them for life after college. The Secretary of Higher Education advises the Governor on higher education initiatives and proposed legislation. OSHE reviews requests for State support from institutions and communicates with higher education leaders, faculty, and students across the state under the direction of the Secretary. OSHE is a fast-paced and entrepreneurial agency that strives to make the state's vision for higher education a reality.

Job Description:

The New Jersey Office of the Secretary of Higher Education's (OSHE) division of Finance, Research, and Accountability is responsible for collecting, compiling, and analyzing data on the state's colleges and universities. The principal data collection tool is the New Jersey's Student Unit Record (SURE) system. The research unit supports the reporting of data to the national Integrated Postsecondary Education Data System (IPEDS). The information received from institutions is processed to create reports on all facets of their operations: student and faculty enrollment, retention, completion, finances, and other key facts. Analysis of this data is used in reports made available to the broader higher education communities. Research team supports other agency areas and leverage various databases and data collections both internally.. This position will require the ability to work with data coming from many different partners and assist in automating the data collection, cleaning/editing, to ensure accurate and complete data sets for analysis. This is an ideal position to gain exposure to different technical tools and work in a growing and exciting agency dedicated to supporting students within higher education and provide sound empirical support for OSHE's policy, planning, and research functions. This position will assist across the agency in technology evaluation, acquisition, and administration. OSHE uses the department of treasury's division of revenue and enterprise services for its technological support, this position will serve as the main contact for OSHE with Department of Revenue and Enterprise Services (DORES). This position will be a member of the Committee on Internal Technology and Infrastructure (CITI) within the agency, our internal technology team.

Responsibilities and Qualifications:

- Assist in the technology tool evaluation and lead the CITI committee in helping to ensure OSHE has the proper technological systems to support the overall efficiency and operations of the agency.
- Serve as the lead administrator within OSHE as the main contact with the Division of Revenue and Enterprise resources.
- Submit and monitor all IT support requests for DORES both individual helpdesk ticket tracking and support for OSHE personnel but also for larger service request form (SRF) for any system DORES has developed for OSHE like the OSHE College Data Automation (CDA) platform.
- Assists and takes lead on reviewing complex, irregular, and sensitive data submitted to the SURE system to assist with

The ideal candidate displays:

- Demonstrated interpersonal and communication skills necessary to establish and maintain effective working relationships with other agency staff and with research staff in other education agencies and at institutions of higher education.
- Significant problem-solving skills with the ability to identify and analyze problems, as well as devise solutions. Problems are highly varied and complex, requiring new concepts and approaches.
- Ability to review and synthesize literature, conduct statistical analyses, interpret data, and identify trends.

ensuring the accuracy and completeness of data along with other research staff members. Specifically creating standard regular reports run throughout the data collection process.

- Work with various units across OSHE to identify, articulate, and provide support for technology identification, evaluation, acquisition and implementation.
- Assist with regulatory and statutory reporting and to ensure there are technical tools aligned to assist in those processes and make recommendations when appropriate.
- Serve as a backup for any technology related platform for the administrative service direct, the CFO/Assistant Secretary, or Chief of Staff
- Working with the Director of Administrative Services and the CITI team, distributes, inventories, troubleshoots, and manages employee accounts and devices; assists in the procurement of new software for the agency; and interfaces with DORES and OIT. Serves as Agency IT rep, as needed.
- Lead the administration of the Salesforce DMS system for Gear Up state program, work with other research team members in administrative support of the system, being the first line contact for the State-wide Gear Up director and team as well as the individual programs.
- Lead the administration of the IGX Grants Management platform, be the main technical administrator of the system and liaison with Agate Software program/contract manager. Assist with developing protocol and on-boarding of new grant programs within the system and be a power user of the system.
- Investigate and assist OSHE research personnel in the use and application of New Jersey AI tools and be an internal support and train the trainer model to assist staff across the agency to best leverage approved AI tools such as Microsoft co-pilot and NJ AI assistant.
- Assist and be a secondary backup with Communications on OSHE website updates
- Develop and assist with creating workflows, semi-automation and automation of a variety of OSHE processes using appropriate platforms including Microsoft applications available to the agency or other platforms like SimpliGov.
- Assist the Director of Research and Analysis on reviewing, preparing, and verifying statistical, technical, or financial reports that are clear, technically sound, comprehensive and accurate.
- Serve as agency Information Security Representative (ISR) for the state fiscal system.
- Other duties as assigned by Leadership.

- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information.
- Proficiency in technology and the use of integrated information systems. Adept at query development, report writing, and presentation of findings. Knowledge of SQL, Salesforce, SimpliGov, Tableau is a plus.
- Knowledge of higher education operations related to accountability, institutional effectiveness, institutional research, assessment, information technology and enrollment management a plus.
- Proficiency in research-oriented software, such as statistical software (R preferred), Microsoft Excel, and experience with emerging AI tools.
- Ability to organize assigned technical and/or other work, analyze the problems that arise, and develop effective work methods.
- Ability to assist in the planning, coordinating, implementing, and upgrading existing programs/platforms in an assigned area.
- Ability to conduct surveys, independent research, and field investigations.
- Ability to evaluate a variety of technical platforms and be able to recommend best solutions
- Ability to write and negotiate business requirements for implementing a new technical platform or revising and changing one with added or new business requirements.
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Employee Benefits:

The Office of the Secretary of Higher Education provides many employee benefits, including but not limited to:

- Alternative Workweek Program*
- Deferred Compensation
- Health, Dental and Life Insurance
- Flexible and Health Spending Accounts
- Pension
- Telework*
- Public Service Loan Forgiveness
- Benefit Leave (Vacation, Sick, Administrative Leave)
- 13 Paid Holidays

*Pursuant to Department policy, procedures and/or guidelines

Requirements:

EDUCATION: Graduation from an accredited college or university with an Associate's degree or higher.

EXPERIENCE: Three (3) years of experience in providing support to functions such as grant/contract compliance monitoring, program monitoring, or fiscal compliance and budgetary assistance and/or providing technical assistance to state and/or local communities or agencies, completing forms or applications, reviewing documents for accuracy and content, resolving complaints, or interpreting rules, regulations, policies, and procedures for the public and/or others.

RESUME NOTE: Eligibility determinations will be based only upon the information presented on the resume along with other supporting documents. Applicants who possess a degree from a college or university outside the United States must provide an evaluation of the transcripts from a recognized evaluation service at the time of submission. 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 position's essential duties.

Residency Requirement:

In accordance with the New Jersey First Act P.L. 2011 c.70, effective September 1, 2011, new employees are required to obtain New Jersey residency within one (1) year of employment.

Work Authorization: Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States Citizenship and Immigration Services regulations. OSHE does not provide sponsorship or accept student OPT/CPT programs or F1 or H1B work authorization visas.

TO APPLY for this position:

Interested applicants that meet the requirements **must complete and return the Employment Application found here:**
https://www.nj.gov/csc/about/publications/forms/pdf/DPF-663.pdf

and **send a cover letter (with the reference number, a daytime phone number, and email address), resume, and three references to:**

hr.oshe@oshe.nj.gov
or
Office of the Secretary of Higher Education
Attn: Patricia Lee
Director of Administrative Services
1 John Fitch Plaza, PO Box 542
Trenton, NJ 08625

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The Office of the Secretary of Higher Education is an Equal Opportunity/Affirmative Action Employer committed to the Americans with Disabilities Act. The Office of the Secretary of Higher Education participates in the New Jersey State As A Model Employer of Individuals with Disabilities Program (SAME Program).

SAME APPLICANTS: If you are applying under the NJ "SAME" program, you must submit any of the supporting documentation specified in N.J.S.A. 11A:7-13.3 along with your resume by the closing date indicated above. If you have questions, please email hr.oshe@oshe.nj.gov or call 609-292-8052