NOTICE OF JOB VACANCY

ISSUE DATE: September 15, 2022
CLOSING DATE: September 29, 2022

POSTING OPEN TO: ( ) OIT EMPLOYEES IN UNIT SCOPE(S)
(X) STATEWIDE  (STATE EMPLOYEES ONLY) **See below
( ) GENERAL PUBLIC

TITLE: Supervisor Information Technology Help Desk
TITLE CODE: 70348

POSTING # 2022-126
NUMBER OF POSITIONS: 1

SALARY RANGE: R26 $72,836.90- $103,620.41

LOCATION: NJ Office of Information Technology
Application Development
Enterprise Service Desk
300 Riverview Plaza
Trenton, NJ 08625

HOURS OF WORK: Third Shift
(12:00 a.m. – 8:00 a.m.)
Monday – Friday

**PLEASE NOTE: Open to New Jersey State employees with permanent status who meet the requirements listed below as a promotional or lateral opportunity, subject to current promotional/hiring restrictions.

The Office of Information Technology (OIT) currently offers a hybrid work schedule, and this position may qualify for up to 2 days of remote work outside of OIT buildings. This program does not supersede the "New Jersey First Act", which requires newly hired OIT employees to establish, and then maintain, principal residence in the State of New Jersey.

DESCRIPTION OF THE SPECIFIC POSITION: The appointee to this position will be working in a 24/7/365 environment. Acts as an escalation point for incident management. Liaisons with other supervisors and assists technicians in providing first line support when workloads are high, or where additional expertise is required. Coordinates and supervises staff in the processing and maintaining of essential logs and Service Center records. Oversees the delivery of various types of software used by the agency, office, or related units to monitor, track, or resolve Network issues related to SNA and IP protocols. Supervises the analysis, troubleshooting, tracking and problem resolution. Supervises and proactively monitors recorded problems with the recording software in use related to GSN data circuits and various data communications equipment in use utilizing SNA and IP protocols. Provides technical support and guidance to users and to other units within the Data Center. Overtime may be necessary to ensure Supervisor Coverage; during other shifts, as Business needs require. Contacts staff for Overtime opportunities, to ensure proper staffing coverage is met. Validates employee timesheets and corresponding Overtime Justification forms. Conducts onboarding and training of new hires.

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.

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.

FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES

AUTHORIZED TO WORK: U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

Note on Degree Information: You must provide a transcript(s) or evaluation of your degree(s). Foreign degrees must be evaluated by a recognized evaluation service and include your course-by-course evaluation. Candidates will NOT be considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

Current State employees: Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

RESIDENCY REQUIREMENTS: In accordance with the New Jersey First Act, N.J.S.A. 52:14-7 (L. 2011, Chapter 70), effective September 1, 2011 all employees must reside in the State of New Jersey unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

OPEN TO THE FOLLOWING: Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission’s Job Specification, please visit: https://info.csc.state.nj.us/TitleList/TitleSearch.aspx

As a condition of employment with NJOIT a background inquiry will be conducted.

The NJ Application for Employment can be found at: https://nj.gov/it/docs/eo/DPF-663.pdf

Electronic Filing: Applicants are encouraged to file electronically. Forward your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references to recruiter1@tech.nj.gov

Include the posting number in the subject line.

Alternate Filing: If unable to file electronically, applicants may forward your resume, cover letter, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references (including posting #2022-126) to:

Heather Pursell, Manager, Human Resources
Office of Information Technology
300 Riverview Plaza, 4th Floor
P.O. Box 212
Trenton, New Jersey 08625-0212

Authorized by: ____________________________
Lisa Blauer, Chief of Staff