



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: May 20, 2025

CLOSING DATE: June 4, 2025

POSTING OPEN TO: () OIT EMPLOYEES IN UNIT SCOPE(S):

(X) STATEWIDE: (STATE EMPLOYEES ONLY) *See below

() GENERAL PUBLIC

TITLE: Technical Support Specialist 2

POSTING # 2025-017

TITLE CODE: 53063

NUMBER OF POSITIONS: 1

SALARY RANGE: P24 \$ 71,214.39 - \$101,098.35

HOURS OF WORK: 8:00 a.m. – 4:00 p.m.

**LOCATION: NJ Office of Information Technology
Executive System Support
Governors' Office
125 W. State Street
Trenton, NJ 08625**

***PLEASE NOTE: Open to New Jersey State employees with permanent status in a competitive title who meet the requirements listed below as a promotional/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.

SPECIFIC TO THE POSITION: This position will assist with research and the preparation of procurement requests to order new hardware, software, and supplies. This position will answer inquiries from system users; explain systems functions and provide technical assistance in the use and application of system features. Respond to requests for assistance; identify and correct hardware, software and printer problems, and troubleshoot application errors. Maintain records and files. Provide direct support to end users. Complete direct support requests for installation of hardware and software on workstations. Ability to lift and move computer equipment to assist in the routine deployment of desktops and laptops including IT resources as needed at the Governor's Office, Lieutenant Governor's Office, Governor's Disaster Recovery Office, Office of Employee Relations, Drumthwacket, and additional offices in the Newark, NJ, and Washington, DC area. May perform other related Service Desk administration duties. Candidates must be able to lift 50 lbs. Travel is required.

DEFINITION:

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.

REQUIREMENTS:**EDUCATION:**

Graduation from an accredited college or university with an associate's degree in computer science, information technology, or a closely related field.

EXPERIENCE:

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.

Special Note Regarding Substituting Experience for Education: 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.

Special Note Regarding Substituting Training for Education: 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.

NOTE: 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.

NOTE: 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.

LICENSE: Appointee 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

AUTHORIZATION 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. NJOIT does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

Note on Degree Information: You must provide a transcript(s) or evaluation of your degree(s). Foreign degree evaluation 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/StateList.aspx>

Please visit the following URL for the NJ Application for Employment: <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, a completed NJ Application for Employment and three professional references to recruiter4@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, a completed NJ Application for Employment and three professional references to recruiter4@tech.nj.gov (including posting #2025-017) to:

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