njoit
New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: August 26, 2025   **CLOSING DATE: September 9, 2025**

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

TITLE: Information Technology Assistant   **POSTING # 2025-027**

TITLE CODE: 53301

SALARY RANGE: A11 $41,416.30 - $59,618.70

LOCATION: NJ Office of Information Technology   **HOURS OF WORK: 35 hours per week**
      Enterprise Service Desk   **Sunday – Thursday: 4:00 p.m. - 12:00 a.m. (midnight)**
      300 Riverview Plaza
      Trenton, NJ 08625

Employee Benefit(s):
The New Jersey Office of Information Technology (NJOIT) provides many employee benefits to acknowledge and value their contribution. Statewide benefits include:

- *Alternate Work Week Program**
- *Deferred Compensation*
- *Health, Dental and Life Insurance*
- *Public Service Loan Forgiveness*
- *Staff training*

- *Telework Pilot Program**
- *Flexible and Health Spending Accounts (FSA)/(HSA)*
- *13 Paid holidays*
- *Paid time off*
- **Pursuant to NJOIT's policy, procedures, and/or guidelines*

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.

The appointee to this position will be working in a 24/7/365 environment. Appointee must be available to work overtime on any shift (planned or unscheduled). This position is emergency essential and requires preparedness to work on any assigned shift, to include weekends and holidays, times of extreme weather, and natural and man-made technological disasters.

DESCRIPTION OF THE SPECIFIC POSITION: Place/Answer calls from clients, vendors, and support staff to resolve issues which may arise in the Garden State Network (GSN). Provide help desk support for various NJ State and Government agencies which includes, but is not limited to hardware, software, password, network (LAN/WAN), blackberry, VPN, printer, etc. Analyze, troubleshoot, resolve, or escalate issues/requests/incidents to the appropriate support group/team. Create tracking ticket(s) for end users which captures all the pertinent information for the issues/requests/incidents. Monitor, follow-up, and escalate tickets accordingly based on protocols and procedures. Monitor supported networks and perform diagnostic troubleshooting using Windows and Cisco commands (such as: telnet, ping, NSLOOKUP, ipconfig, show interface, etc). Escalate network issues to the appropriate support team based on the issue and diagnostic results. Upon resolution, confirm with affected user(s) to verify the issue is resolved and connectivity/service is restored. Provide tier I support for routers (circuits), switches, and servers for OIT, NJ State and Government agencies, Garden State Network (GSN), and NJ State Police (NJSP). Monitor the devices utilizing monitoring tools, perform diagnostic tests, and escalate various issues to the appropriate support group. Follow procedures to ensure any critical devices/issues are properly escalated and the support contacts are notified accordingly.

DEFINITION: Under the close supervision of an employee in the information technology area other supervisory official in a state department, agency, institution, state college, or in a local government agency, assists in the implementation and maintenance of computing components such as desktop PCs, laptops, tablets, cellular devices, printers, and other peripheral devices; performs the

most basic and most repetitive levels of help desk responsibilities; performs entry level data entry or lookup responsibilities; performs other related duties as required.

REQUIREMENTS: Successful completion of four (4) high school courses in computer programming, web design, data security, ethical matters in computer science, global impact of advancements in computer science, animation, robotics, computer repair, graphic design, app development, media technology, or any related information technology area.

OR Successful completion of a one (1) year technological training program in the operation of computers.

OR One (1) year of experience in computer operator work involving the operation of computers and peripheral equipment, systems analysis and programming, scheduling, technical support, and/or computer operations in the data processing field.

OR One (1) year of equivalent experience and/or training as determined by the hiring authority.

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
AUTHORIZATION TO WORK: U.S. Citizenship is not required. Applicants must be authorized to work in the United States according to the Department of Homeland Security, United States 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 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/StateList.aspx

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

Please visit the following URL for the NJ Application for Employment: https://nj.gov/it/docs/eo/DPF-663.pdf
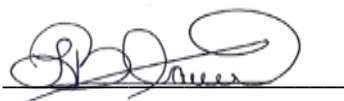
SAME APPLICANTS: If you are applying under the NJ "SAME" program, your supporting documents (Schedule A or B letter), must be submitted along with your resume by the closing date indicated above. For more information on the SAME Program visit their Website at: https://nj.gov/csc/same/overview/index.shtml, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404, option #3.

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 **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, completed NJ Application for Employment and three professional references** (including posting #2025-027) 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