



State of New Jersey

Office of Information Technology

Mikie Sherrill

Governor

Dr. Dale G. Caldwell

Lt. Governor

Kevin Dehmer

Chief Technology Officer

NOTICE OF JOB VACANCY

ISSUE DATE: August 14, 2026

CLOSING DATE: August 28, 2026

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

TITLE: Information Technology Assistant

POSTING # 2026-033

TITLE CODE: 53301

NUMBER OF POSITIONS: 2

SALARY RANGE: A11 \$42,865.87 - \$61,705.37

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

HOURS OF WORK: 35 hours per week
Tuesday–Saturday: 4:00 p.m. - 12:00 a.m.
Sunday–Thursday: 4:00 p.m. - 12:00 a.m.

Employee Benefit(s):

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

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| • <i>Alternate Work Week Program*</i> | • <i>Telework Program*</i> |
| • <i>Deferred Compensation</i> | • <i>Flexible and Health Spending Accounts (FSA)/(HSA)</i> |
| • <i>Health, Dental and Life Insurance</i> | • <i>13 Paid holidays</i> |
| • <i>Public Service Loan Forgiveness</i> | • <i>Paid time off</i> |
| • <i>Staff training</i> | |

****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 after successful completion of a Working Test Period or 120 calendar days after the effective date of the appointment. 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: This position is responsible for placing and answering calls to and 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.

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.

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.nj.gov/Titlelist/TitleList/StateTitleList>

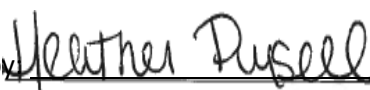
As a condition of employment with NJOIT a background inquiry will be conducted.

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.

FILING INSTRUCTIONS: 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 (2026-033) in the subject line.**

Authorized by



Heather Pursell, Manager HR