



## VACANCY ANNOUNCEMENT

<b>Posting #:</b> 2026-05	<b>Issue Date:</b> 01/09/2026	<b>Closing Date:</b> 01/23/2026	
<b>Title:</b> Information Technology Specialist (Non-Competitive)		<b>Range/Title Code:</b> P21/53262	<b>Salary:</b> \$64,340.11 - \$94,061.71
<b>Unit Scope:</b> Statewide Public/Private	<b>Location:</b> Office of Information Management, Services & Solutions – 1 John Fitch Plaza, Trenton, NJ (N195)	<b>Workweek:</b> 35	<b># Vacancies:</b> 1

### Job Description

The Office of Information Management, Services & Solutions seeks an Information Technology Specialist who will serve as a Help Desk Technician supporting end users across the Department of Labor. The role focuses on responding to tickets, troubleshooting hardware/software issues, assisting with network and application access, and escalating complex problems to the appropriate IT teams.

### Key Responsibilities:

- Provide technical support to end users via phone, email, remote tools, and in-person assistance.
- Receive, triage, and resolve help desk tickets involving workstation issues, software troubleshooting, password resets, network connectivity, VPN access, printing problems, and peripheral/device support.
- Install and configure standard software, updates, patches, and workstation applications.
- Assist with setup, configuration, and troubleshooting of networked devices, including printers, scanners, and other peripherals.
- Perform basic network incident triage by identifying connectivity issues and escalating as needed.
- Maintain accurate documentation of tickets, incident details, troubleshooting steps, and resolutions.
- Support implementation of software updates, system modifications, and new deployments.
- Ensure customer service excellence by communicating clearly and professionally with users and following up on outstanding issues.

### Qualifications:

- Experience providing Help Desk or end-user technical support within an IT environment.
- Strong troubleshooting skills for Windows workstations, standard business software, and network-connected devices.
- Ability to diagnose common hardware/software problems and determine when escalation is required.
- Experience working with ticketing systems and documenting technical resolutions.
- Customer-focused communication skills and the ability to work effectively in a fast-paced support environment.
- Ability to learn new systems, tools, and processes quickly under supervision.

Full Civil Service Specifications can be found [HERE](#).

### Employee Benefit(s)

The Department of Labor and Workforce Development (DOL) provides many employee benefits to acknowledge, and value, their contribution. Statewide benefits include:

- Alternate Work Week\*
- Deferred Compensation
- Health and Life Insurance
- Public Service Loan Forgiveness (PSLF)
- Telework\*
- 100% Tuition Reimbursement\*
- Flexible and Health Spending Accounts (FSA)/(HSA)
- Temporary Expanded PSLF (TEPSLF) Programs

*\*Pursuant to the Department's policy, procedures and/or guidelines.*

## **Civil Service Commission Requirements (Education/Experience/Licenses)**

**EDUCATION:** Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

**EXPERIENCE:** One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

**NOTE:** Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

**NOTE:** A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

**NOTE:** A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

### **SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION**

Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

**NOTE:** Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

**RESUME NOTE:** Eligibility determinations will be based only upon 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 essential duties of the position.

**VETERANS PREFERENCE:** Are you a veteran? If so, proof of your NJ Veterans Preference is required at application. Please provide a copy of your New Jersey Civil Service Commission NOTIFICATION OF VETERANS STATUS along with your cover letter and resume. For information on how to apply for Veterans Preference in the State of NJ, please visit the Civil Service Commission.

**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](mailto:SAME@csc.nj.gov) , or call CSC at (609) 292-4144 , Option 3.

### **TO APPLY**

If you qualify, **please submit a letter of interest, transcripts (if applicable), and your resume through the link below**

**Click Here to Apply:**

[Information Technology Specialist #2026-05](#)

This is not a promotional announcement for a Civil Service Examination.

This posting may result in personnel actions which will require final approval by the Department of Labor and Workforce Development and the Civil Service Commission in accordance with Civil Service Commission rules and regulations.

**This job posting is authorized by the Department of Labor and Workforce Development,  
Division of Human Capital Strategies.**

- Newly hired employees must agree to a thorough background check that may include fingerprinting.
- Any appointments made from postings, which involve movement between unit scopes, may result in a forfeiture of rights to any promotional list in a former unit scope.
- As of September 2010, in accordance with N.J.S.A. 52:14-7, the “New Jersey First Act,” all new 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, or to secure an exemption.
- 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. NJDOL does not provide sponsorship or accept student OPT/CPT programs, F1 or H1B work authorization visas.

*The New Jersey Department of Labor and Workforce Development is an Equal Opportunity/Affirmative Action Employer.*

New Jersey Department of Labor and Workforce Development  
**PERSONAL RELATIONSHIPS DISCLOSURE STATEMENT**

In accordance with the Uniform Ethics Code adopted by the NJ State Ethics Commission and the State Policy Prohibiting Discrimination in the Workplace, the New Jersey Department of Labor and Workforce Development (NJ DOL) requires the disclosure of all relatives, consensual personal relationships, and cohabitants. No NJ DOL employee may supervise or exercise any authority with regard to personnel actions involving their relative, anyone with whom there is a consensual personal relationship, or anyone with whom they cohabit.

**Relative** means an individual's spouse/domestic partner/civil union partner<sup>1</sup> or the individual or spouse's/domestic partner's/civil union partner's parent, child, brother, sister, aunt, uncle, niece, nephew, cousin, grandparent, grandchild, son-in-law, daughter-in-law, stepparent, stepchild, stepbrother, stepsister, half-brother or half-sister, whether the relative is related to the individual or the individual's spouse/domestic partner/civil union partner by blood, marriage or adoption.

**Consensual personal relationship** means marriage, engagement, dating or other ongoing romantic or sexual relationships.

**Cohabitant** means non-related persons who share a household under circumstances where there is financial interdependence.

The New Jersey Department of Labor and Workforce Development requires the disclosure of all relatives and consensual personal relationships to be promptly reported directly to the Division of Human Capital Strategies (HCS), Director's Office. Confidentiality shall be maintained to the extent possible and practicable. This information may be shared with NJ DOL's Equal Employment Opportunity Office and/or the NJ DOL Ethics Office as deemed necessary. Upon receiving notice of the relationship, HCS may address any situation as necessary in consultation with the EEO Office and/or the Ethics Officer. This may include, but is not limited to, the changing of reporting relationships or transferring any of the employees involved. Failure to provide notification to HCS may result in discipline up to and including termination and the denial of legal representation and indemnification by the State in the event that a lawsuit is filed having a connection with a personal relationship. Employees are under a continuing obligation to promptly report personal relationships that develop during the course of their employment.

**I DO NOT** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development.

**I DO** have a relative or a consensual personal relationship, as defined above, with anyone working for the New Jersey Department of Labor and Workforce Development identified as follows:

Name	Relationship	Division and Work Location

**Do you need more space for disclosure?  Yes  No If YES, continue writing on the back of this form.**

I certify that the information on this form to the best of my knowledge and belief is true, complete and accurate. I understand that any misleading or incorrect information, willful misstatement, or omission of a material fact, may be just cause for disciplinary action up to and including termination. I understand my obligation to promptly report personal relationships that develop during the course of my employment.

Applicant/Employee's Name (Print) \_\_\_\_\_

Applicant/Employee's Signature \_\_\_\_\_

Date \_\_\_\_\_

<sup>1</sup> Domestic Partner as defined in NJSA 26:8A-1 et. seq. and Civil Union status as defined in NJSA 37:1-28 et. seq.