



VACANCY ANNOUNCEMENT



Posting #: 2026-105		Issue Date: 05/12/2026		Closing Date: 05/26/2026	
Title: Technical Support Specialist 2 (Competitive)		Range/Title Code: P24/53063		Salary: \$73,706.89 - \$108,073.49	
Unit Scope: Statewide Career Service		Location: Office of Information Management, Services & Solutions, Various NJDOL Field Locations in Northern Region (N195)		Workweek: 35	# Vacancie(s): 1

Job Description

The Office of Information Management, Services & Solutions is seeking a Technical Support Specialist 2 to join the End User Support unit. This position will serve as an IT Customer Support Field Technician, providing hands-on and remote technical support to NJDOL field offices in the northern region.

The Northern Region includes offices in the following counties: Bergen, Essex, Hudson, Hunterdon, Morris, Passaic, Somerset, Sussex, Union, and Warren.

NOTE: Territory assignment subject to change based on operational need.

Key Responsibilities:

- Provide technical support and customer service as part of the IT Customer Support Field Staff team.
- Troubleshoot and resolve workstation hardware and software issues both remotely and on-site.
- Assist users with basic troubleshooting over the phone and in person.
- Document and track incidents and resolutions in the work order tracking system.
- Assist with the installation, configuration, and updating of IT devices, following established procedures.
- Support large-scale IT projects, including device setup and software installations.
- Continuously develop knowledge of NJDOL systems, applications, and hardware through on-the-job training and professional development.
- Help maintain and update IT documentation, contributing to the knowledge base for IT support teams.
- Act as a liaison between NJDOL IT staff and field office employees.
- Assist in researching and testing new IT products and solutions.
- Perform other duties as assigned to support NJDOL IT operations.

Preferred Qualifications:

- Experience providing technical support for computer hardware, software, and peripherals in a helpdesk or field support environment.
- Proficiency in Windows operating systems, Microsoft Office 365, and common troubleshooting tools.
- Experience with installing, configuring, and maintaining desktop/laptop computers, printers, and other IT equipment.
- Familiarity with networking basics, including wired/wireless connections.
- Strong customer service and communication skills, with the ability to explain technical issues in a user-friendly manner.
- Ability to prioritize and manage multiple tasks in a fast-paced environment.
- Willingness to travel frequently to NJDOL field offices in the northern region.
- Ability to lift and transport IT equipment as required for field support.

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)

Open to employees of the State of New Jersey who are currently permanent in a competitive title and who meet the open competitive requirements listed below:

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.

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.

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.

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.

TO APPLY

If you qualify, **please submit a letter of interest, transcripts (if applicable), and your resume (including the best contact number and email address)** by clicking on the link below. Your submission **must** be received by the closing date and include the job posting number.

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.**

Please Click Here to Apply:

[Technical Support Specialist 2 # 2026-105](#)

- 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
County Preference Form**

Name: _____

Posting Number: _____

Title: _____

Please check the county (or counties) of preference for the above position and return this form with your cover letter and resume. **Please only check those counties where you will accept employment, if offered. A failure to accept employment when offered in a county you indicated, will remove you from consideration for all counties. (There is no guarantee that you will be employed in that County if selected for the position.)**

- | | | |
|-------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Atlantic | <input type="checkbox"/> Gloucester | <input type="checkbox"/> Ocean |
| <input type="checkbox"/> Bergen | <input type="checkbox"/> Hudson | <input type="checkbox"/> Passaic |
| <input type="checkbox"/> Burlington | <input type="checkbox"/> Hunterdon | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Camden | <input type="checkbox"/> Mercer | <input type="checkbox"/> Somerset |
| <input type="checkbox"/> Cape May | <input type="checkbox"/> Middlesex | <input type="checkbox"/> Sussex |
| <input type="checkbox"/> Cumberland | <input type="checkbox"/> Monmouth | <input type="checkbox"/> Union |
| <input type="checkbox"/> Essex | <input type="checkbox"/> Morris | <input type="checkbox"/> Warren |

Failure to return the completed County Preference Form with your cover letter and resume may result in your inability to be considered for the County of your choice.

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 partner¹ 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 _____

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