New Jersey Department of Labor and Workforce Development

Notice of Job Vacancy

Posting #: 2022-226
Issue Date: 7/14/22
Closing Date: 7/28/22

Title: Technical Support Specialist 1
Range/Title Code: P24/53063
Salary: $66,479.39-$94,376.42

Unit Scope: Statewide Career Service
Location: Division of Information Technology – Trenton/Field Offices
Workweek: 35
# Vacancies: 2

Job Description
The Department of Labor and Workforce Development (DOL) provides many benefits to employees to acknowledge and value their contribution. Statewide benefits include health insurance, pension, Flexible Spending Accounts (FSA)/Health Savings Accounts (HSA), life insurance, deferred compensation and more. The DOL also provides tuition reimbursement (after nine months of employment), a higher education program, the Public Service Loan Forgiveness (PSLF) and Temporary Expanded PSLF (TEPSLF) Programs, and employee training. The DOL also provides options for participation in the Telework, Alternate Workweek or Flextime Programs pursuant to the Department's policy.

Provide technical assistance and customer service support as part of the Information Technology Customer Support Unit/Information Technology Field Support Unit. Resolve workstation software and hardware issues remotely or on-site. Guide users through troubleshooting steps over the phone and in-person in order to resolve issues and minimize downtime. Complete incident tracking reports in work tracking ticketing system in order to record issues and resolution steps or escalate a problem to another member of the Division of Information Technology staff. Install, update, and configure new/replacement IT devices and participate in large-scale IT Customer Support projects as needed. Build on existing knowledge of systems, applications, and hardware in use by the Department and update documentation as part of a knowledge base for the IT Customer Service Team. Research and test new products and IT solutions as needed.

Functions as liaison between DOL's Division of Information Technology and DOL field office staff, including county partners.

Per Executive Order 253, all state employees are required to be vaccinated by October 18, 2021 or undergo frequent testing. Please do not submit your vaccine card at this time.

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 Data Processing.

EXPERIENCE: Three (3) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or; 5) 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 or using productivity aids and job control languages.

NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

NOTE: A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

Special Note Regarding Substituting Experience for Education:
Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi-programming or client/server computer systems and work in the data processing support...
areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

**NOTE:** Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all other factors involved and make a determination.

**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.

**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.

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**TO APPLY for this Position**

If you qualify and would like to be considered, **submit a letter of interest and your resume (including daytime phone number and email address)** to the person and email address listed below. You **must** submit your response by the closing date shown above and include the Posting number.

**EMAIL:**

Human Capital Strategies  
Recruitment Unit  
LWDDJobPostings@dol.nj.gov

*Subject line must specify complete job posting number*

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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.

**Job Posting Authorized by** Tennille R. McCoy, Assistant Commissioner, 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 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, stepsibling, 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:

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<th>Name</th>
<th>Relationship</th>
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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.