



# VACANCY ANNOUNCEMENT



<b>Posting #:</b> 2024-197		<b>Issue Date:</b> 05/20/2024		<b>Closing Date:</b> 06/03/2024	
<b>Title:</b> Technical Support Specialist 2		<b>Range/Title Code:</b> P24/53063		<b>Salary:</b> \$68,806.17 – \$97,679.61	
<b>Unit Scope:</b> Statewide Career Service		<b>Location:</b> Office of Information Management, Services & Solutions – Trenton, NJ		<b>Workweek:</b> 35	<b># Vacancies:</b> 1

### Job Description

The Office of Information Management, Services and Solutions is seeking Technical Support Specialist 2 in the Technical Services & Operations unit.

Duties of this role will include:

- Provide technical assistance and customer service support as part of the Information Technology Customer Support Unit/Field Staff unit
- Resolve workstation hardware/software issues remotely and on-site
- Guide users through troubleshooting steps over the phone and in person
- Complete incident tracking reports in the work order tracking system
- Install, update, and configure new and replacement IT devices
- Participate in large-scale IT Customer Support projects
- Expand upon existing knowledge of systems, applications, and hardware in use by the NJDOL
- Update and maintain documentation as part of a knowledge base for the IT Customer Support/Field Staff unit
- Function as a liaison between NJDOL’s OIMSS and NJDOL field office staff, including county partners
- Research and test new IT products and solutions
- Perform other related duties as required

### 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 any 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 an 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 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 information technology support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

**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 and your resume (including the best contact number and email address)** to email address listed 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.**

**EMAIL:**

Human Capital Strategies  
Recruitment Unit

[LWDJobPostings@dol.nj.gov](mailto:LWDJobPostings@dol.nj.gov)

**Subject line must include the specify job posting number.**

- 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.

<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.

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

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

Date \_\_\_\_\_