



## VACANCY ANNOUNCEMENT



<b>Posting #:</b> 2025-203	<b>Issue Date:</b> 09/17/2025	<b>Closing Date:</b> 10/01/2025	
<b>Title:</b> Technical Assistant, MIS (IT Customer Support) (Competitive)	<b>Range/Title Code:</b> A13/53096	<b>Salary:</b> \$45,196.92 - \$65,244.42	
<b>Unit Scope:</b> Statewide Career Service	<b>Location:</b> Office of Information Management, Services & Solutions – 1 John Fitch Way, Trenton, NJ 08625 (Unit Scope N195)	<b>Workweek:</b> 35	<b># Vacancies:</b> 2

### Job Description

The Office of Information Management, Services, and Solutions seeks a Technical Assistant, MIS, to join the End-User Support unit.

#### Key Responsibilities:

- Serve as the primary point of contact for IT support requests via phone, email, or in-person interactions.
- Create, triage, and route incident tickets in the work order service management system.
- Provide basic troubleshooting for workstation hardware, standard software, and connectivity issues.
- Guide users through routine troubleshooting steps and escalate complex issues to Tier 2 support as appropriate.
- Install, update, and configure new and replacement end-user devices under supervision.
- Participate in larger IT support initiatives and projects as assigned.
- Develop and maintain a working knowledge of Department applications, systems, and IT processes.
- Perform other related duties as required.

#### Preferred Skills:

- Strong customer service skills.
- Experience with common operating systems (Windows 10/11) and Microsoft Office 365 applications.
- Ability to multitask and manage priorities in a fast-paced environment.
- Strong problem-solving skills with attention to detail and accuracy.
- Prior experience in a help desk, technical support, or customer service role is a plus.

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 New Jersey career service employees currently permanent in any competitive title and who meet the requirements listed below or those currently permanent in the non-competitive title of Information Technology Assistant who meet the requirements below:**

**EDUCATION:** Completion of sixty (60) semester credits from an accredited college or university.

**NOTE:** Two (2) years of experience in the gathering, retrieval, maintenance, compilation, and distribution of technical information in a public or private organization may be substituted for the above education requirement.

**NOTE:** Twenty-four (24) semesters hours credits in data processing from an accredited college or university may be substituted for up to two (2) years of the required education and/or experience.

**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.

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.**

## 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.

**CLICK HERE TO APPLY:**

[#2025-203 Technical Assistant, MIS IT Customer Support](#)

- 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.