



State of New Jersey

Department of Human Services

Philip Murphy
 Governor
Tahesha L. Way
 Lt. Governor
Sarah Adelman
 Commissioner

The New Jersey Department of Human Services invites you to apply for the following position:

JOB POSTING #:	215-24	ISSUE DATE:	5/8/2024	CLOSING DATE:	5/22/2024
TITLE:	Technical Support Specialist 2				
LOCATION:	Division of Mental Health and Addiction Services Office of Information Systems 5 Commerce Way Hamilton, NJ 08691	RANGE:	P24		
		SALARY:	\$68,806.17 - \$97,679.61		
		UNIT SCOPE:	K950		
OPEN TO:	Current State Employees within only the Division of Mental Health and Addiction Services with Underlying Permanent Status				
DESCRIPTION					
DEFINITION:	Under general supervision, as a lead worker, provides guidance and direct hands on support for an information technology unit in resolving complex production problems from verbal or written problem reports; consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR under general supervision as a lead worker in a client/server environment, provides hardware/software support to end users; installs and guides the installation of hardware and software on servers and/or workstations; receives calls, emails, and tickets at the help desk and handles assigned problems which may include highly complex and/or highly critical issues; performs other related duties as required.				
NOTE:					
REQUIREMENTS					
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.				
NOTE:	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.				
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.				
IMPORTANT NOTICES					
NOTE FOR FOREIGN DEGREES:	Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated by a reputable evaluation service at your expense. The evaluation must be included with your submission. Failure to submit the required evaluation may result in an ineligibility determination.				
RESIDENCY:	Effective 9/1/11, NJ PL 70 (NJ First Act), requires all State employees to reside in New Jersey, unless exempted under the law, or current employees who live out-of-state and do not have a break-in service of more than 7 calendar days, as they are "grandfathered." New employees or current employees who were not grandfathered and who live out-of-state have one year after the date of employment to relocate their residence to New Jersey or request an exemption. Current employees who reside in NJ must retain NJ residency, unless he/she obtains an exemption. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.				
DRUG SCREENING:	If you are a candidate for a position that involves direct client care with the Department of Human Services, you may be subject to pre and/or post-employment drug testing/ screening. The cost of any pre-employment testing will be at your expense. Candidates with a positive drug test result or those who refuse to be tested and/or cooperate with the testing requirement will not be hired. You will be advised if the position for which you're being considered requires drug testing and how to proceed with the testing.				
NOTE:	* Applicable regular or special re-employment list(s) established as a result of a layoff will be used before promotions are made. * <u>Telework</u> : This position may be eligible to participate in the Department's pilot " <u>Telework Program</u> ", which offers eligible employees the opportunity to work remotely for up to two (2) days per week, as approved by management. Details on this, and other benefits, will be made available throughout the interview process. * <u>SAME Applicants</u> : 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: CSC-Same@csc.nj.gov , or call 609-292-4144, option 3.

FILING INSTRUCTIONS

Forward a cover letter and resume electronically to: DHS-HRAdmin.Resumes@dhs.nj.gov

You must include the Job **Posting #**, and **Last Name** in the subject line of your email. Example: (123-22, Smith)

New Jersey Department of Human Services is an Equal Opportunity Employer