



New Jersey Office of Information Technology

## NOTICE OF JOB VACANCY

ISSUE DATE: May 13, 2024

CLOSING DATE: May 27, 2024

POSTING OPEN TO: ( ) OIT EMPLOYEES IN UNIT SCOPE(S):  
( ) STATEWIDE (STATE EMPLOYEES ONLY)  
(X) GENERAL PUBLIC

TITLE: Information Technology Assistant

POSTING # 2024-050

TITLE CODE: 53301

SALARY RANGE: A11 \$38,662.56 - \$53,955.45

NUMBER OF POSITIONS: 1

**LOCATION:**

NJ Office of Information Technology  
Enterprise Service Desk  
300 Riverview Plaza  
Trenton, NJ 08625

**HOURS OF WORK: 35 hours per week**

**Sunday – Thursday: 12:00 a.m. - 8:00 a.m.**

The appointee to this position will be working in a 24/7/365 environment. Appointee must be available to work overtime on any shift (planned or unscheduled). This position is emergency essential and requires preparedness to work on any assigned shift, to include weekends and holidays, times of extreme weather, and natural and man-made technological disasters.

*The Office of Information Technology (OIT) currently offers a hybrid work schedule, and this position may qualify for up to 2 days of remote work outside of OIT buildings. This program does not supersede the "New Jersey First Act", which requires newly hired OIT employees to establish, and then maintain, principal residence in the State of New Jersey.*

**SPECIFIC TO THE POSITION:** Will learn to monitor the infrastructure components of various agencies within the Executive Branch and provide detailed-oriented, courteous customer service in a tier-one, 24/7/365 IT support call center. Will learn to create accurate support tickets and forward to appropriate technical areas. Must communicate effectively and appropriately both verbally and in writing. Appointee will learn NJOIT products and services from on-the-job training.

**DESCRIPTION OF POSITION:** Under close supervision in an information processing production unit, receives advanced technical on-the-job training in the operation of a large-scale multi-programmed computer and its peripheral devices; directly assigned; does related work as required.

**REQUIREMENTS:** Successful completion of four (4) high school courses in computer programming, web design, data security, ethical matters in computer science, global impact of advancements in computer science, animation, robotics, computer repair, graphic design, app development, media technology, or any related information technology area.

**OR**

Successful completion of a one (1) year technological training program in the operation of computers.

**OR**

One (1) year of experience in computer operator work involving the operation of computers and peripheral equipment, systems analysis and programming, scheduling, technical support, and/or computer operations in the data processing field.

**OR**

One (1) year of equivalent experience and/or training as determined by the hiring authority.

**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.

**FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES**

**AUTHORIZATION TO WORK:** U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

**Note on Degree Information:** You must provide a transcript(s) or evaluation of your degree(s). Foreign degree evaluation must be evaluated by a recognized evaluation service and include your course - by - course evaluation. Candidates will NOT be considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

**Current State employees:** Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011 all 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. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

**OPEN TO THE FOLLOWING:** Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: <https://info.csc.state.nj.us/TitleList/StateList.aspx>

**As a condition of employment with NJOIT a background inquiry will be conducted.**

Please visit the following URL for the NJ Application for Employment: <https://nj.gov/it/docs/eo/DPF-663.pdf>

**SAME APPLICANTS:** 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: [SAME@csc.nj.gov](mailto:SAME@csc.nj.gov), or call CSC at (833) 691-0404.

**Electronic Filing** Applicants are encouraged to file electronically. Forward **your resume, letter of interest, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references** to [recruiter1@tech.nj.gov](mailto:recruiter1@tech.nj.gov)  
**Include the posting number in the subject line.**

**Alternate Filing:** If unable to file electronically, applicants may forward **your resume, cover letter unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references including posting #2024-050:**

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Authorized by:



Lisa Blauer, Chief of Staff