

Philip Murphy Governor

Tahesha L. Way, Esq. Lt. Governor

Christine Norbut Beyer, MSW Commissioner

JOB VACANCY POSTING					
POSTING #:	162-24	ISSUE DATE:		April 8, 2024	
TITLE:	SUPERVISOR INFORMATION TECHNOLOGY HELP DESK (CLASSIFIED, COMPETITIVE)	CLOSING	DATE:	April 22, 2024	1
LOCATION:	Department of Children and Families (DCF) Office of Information Technology Camden Area Office 4 Echelon Plaza 201 Laurel Road Voorhees, NJ 08043				
POSITIONS:	1	RANGE:	R 26		
DISTRIBUTION:	STATEWIDE	SALARY:	\$75,386.1	9 - \$107,247.2	18
SCOPE OF ELIGIBILITY: Open to employees who are permanent in a competitive title with underlying permanen					

SCOPE OF ELIGIBILITY: Open to employees who are permanent in a competitive title with underlying permanent State service as a promotional or lateral opportunity, subject to current promotional and hiring restrictions.

DEFINITION: Under direction in a state department, agency, institution, or local jurisdiction, supervises staff and monitors help desk support operations providing hardware and software support to end-users; supervises the implementation and maintenance of desktop operating systems, applications, and hardware; directs problem diagnosis and resolution; consults with network management and systems programming staff for problem diagnosis, assistance and resolution; and provides technical support and guidance to end-users and to other units within the organization; does related work as required.

REQUIREMENTS

NOTE: Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Eight (8) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Possession of a bachelor's degree from an accredited college or university; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

Possession of an associate's degree in computer science or information technology; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Possession of a bachelor's or master's degree in computer science or information technology; and three (3) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Four (4) years of professional 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 computer systems and work in the information processing support areas of input/output control, scheduling, or reliability support; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

NOTE: Any formal information technology 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 the other factors involved, and make a determination.

NOTE: "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

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.

NOTE: APPLICABLE SPECIAL RE-EMPLOYMENT LIST ESTABLISHED AS A RESULT OF A LAYOFF WILL BE USED BEFORE ANY APPOINTMENTS ARE MADE.

IMPORTANT NOTICE

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.

Electronic Filing:

Forward a cover letter and resume as a single PDF document, saving the file by your Last Name, First Name to:

Job.Posting@dcf.nj.gov

Include the **Job Posting #** in the subject line of your email.

The Department of Children and Families is an Equal Employment Opportunity Employer and is committed to fostering a respectful and inclusive work environment which reflects the diversity of the state we serve.