



# State of New Jersey

## Department of Human Services

**Philip Murphy**  
Governor  
**Sheila Y. Oliver**  
Lt. Governor  
**Sarah Adelman**  
Acting Commissioner

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

<b>JOB POSTING NUMBER</b>	491-21	<b>ISSUE DATE</b>	3/16/2021	<b>CLOSING DATE</b>	3/30/2021
<b>TITLE</b>	Supervisor Information Technology Help Desk	<b>RANGE</b>	R 27		
<b>LOCATION</b>	Division of Medical Assistance and Health Services Office of Information Systems 5 Quakerbridge Plaza Hamilton, NJ 08619	<b>SALARY</b>	\$71,858.95 - \$102,317.02		
		<b>OPEN TO</b>	Current State employees		
<b>DEFINITION</b>	<p>Under direction in a state department, agency or institution, 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.</p> <p>This position will involve extensive Information Technology (IT) customer service support and interaction (via email, telephone, and in person). The preferred candidate will have excellent verbal and written communication skills and will have experience with the use of IT service desk software, Active Directory usage and management, identity management and account provisioning, ACF2, Microsoft O365 and TEAMS, Windows 10, Citrix, GoToMyPc, and other related desktop tools.</p>				
<b>REQUIREMENTS</b>					
<b>EDUCATION</b>	Graduation from an accredited college or university with a Bachelor's Degree.				
<b>EXPERIENCE</b>	Four (4) years of 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.				
<b>NOTE</b>	<p><b>NOTE:</b> An Associate's degree in Computer Science or Information Technology may be substituted for the Bachelor's degree indicated above.</p> <p><b>NOTE:</b> A Bachelor's or Master degree in Computer Science or Information Technology may be substituted for one (1) year of non-lead experience.</p> <p><b>NOTE:</b> 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 may be substituted for the required education on a year for year basis.</p> <p><b>NOTE:</b> 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.</p>				
<b>NOTE FOR FOREIGN DEGREES</b>	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.				
<b>LICENSE</b>	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.				
<b>IMPORTANT NOTICE</b>					
<b>RESIDENCY</b>	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.				
<b>NOTE</b>	Applicable special re-employment list established as a result of a layoff will be used before any promotions are made.				
<b>DRUG SCREENING</b>	If you are a candidate for a position that involves direct client care in one of the Department of Human Services' hospitals or developmental centers, 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.				
<b>FILING INSTRUCTIONS</b>					
Forward a cover letter and resume electronically to: <a href="mailto:MAHS.HR-Resumes@dhs.nj.gov">MAHS.HR-Resumes@dhs.nj.gov</a> You must include the Job Posting # in the subject line of your email.					

New Jersey Department of Human Services is an Equal Opportunity Employer