



# 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>	493-21	<b>ISSUE DATE</b>	3-16-2021	<b>CLOSING DATE</b>	3-30-2021
<b>TITLE</b>	Technical Support Specialist 2	<b>RANGE</b>	P20		
<b>LOCATION</b>	Division of Aging Services Office of Information Systems 12D Quakerbridge Plaza Mercerville, NJ 08619	<b>SALARY</b>	\$52,278.74 - \$73,926.08		
		<b>OPEN To</b>	Current State employees		
<b>DEFINITION</b>	Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with Technical Support Specialist 1 and/or network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space or direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and systems libraries; OR, in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.				
<b>REQUIREMENTS</b>					
<b>EDUCATION</b>	Graduation from an accredited college or university with an Associate's degree in Data Processing.				
<b>EXPERIENCE</b>	Two (2) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or 5) 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 or using productivity aids and job control languages.				
<b>NOTE</b>	<p>A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.</p> <p>A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.</p> <p><b>Special Note Regarding Substituting Experience for Education:</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 or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.</p> <p>Any formal data processing 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 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:DoAS.Resume@dhs.nj.gov">DoAS.Resume@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