



VACANCY ANNOUNCEMENT

POSTING: 2026-19	ISSUE DATE: 5/11/2026	CLOSING DATE: 5/29/2026
STATE TITLE: Program Associate Student Assistance (Computer Operations Technician)	TITLE CODE: 80312 RANGE: P22	
UNIT: Technology	AVAILABLE VACANCIES: 1	
LOCATION: 4 Quakerbridge Plaza, Trenton, NJ 08619	SALARY RANGE: \$67,312.27 - \$98,503.27	

JOB DESCRIPTION:

The New Jersey Higher Education Student Assistance Authority (HESAA) is seeking a highly organized, detail-oriented, and execution-focused technology professional to support the Computer Operations function within the Technology Unit. This role is responsible for ensuring the reliable, accurate, and timely processing of applications and data. Core responsibilities include batch scheduling, inbound and outbound data processing, and monitoring and resolving system errors or exceptions.

This position supports the development and maintenance of operational procedures and is responsible for oversight of the physical data center and its environmental support systems.

Key Responsibilities:

- Monitor and verify system availability and performance across production and test environments.
- Schedule and execute application batch jobs and system backups to ensure timely processing and data integrity.
- Review job and error logs; identify, track and resolve processing issues across multiple platforms.
- Initiate, manage, and follow up on problem reports through resolution, including locating and reviewing job logs across multiple system platforms.
- Retrieve, process, and transmit data interface files, including FAFSA, banking, student enrollment, PEPS, and IRS files, to and from external vendor partners.
- Develop, maintain, and update operational procedures to ensure accuracy, consistency, and compliance in day-to-day processing.
- Interface with Computer Operators by clearly defining roles and responsibilities to ensure best practices and procedures are correctly executed.
- Train and support Computer Operators staff in new or updated procedures, processes and best practices.
- Manage high-volume print operations, including mailings, reports, billing statements, and borrower correspondence.
- Monitor and maintain data center environmental systems, including fire suppression, cooling, security, and uninterruptible power supply (UPS) infrastructure.
- Coordinate and track routine maintenance activities, ensuring timely completion of work orders.
- Design and develop external correspondence templates using tools such as Adobe and Elixir Pro to support communication workflows.
- Monitor and manage storage capacity for application files, ensuring adequate space and preventing service disruptions.
- Collaborate with Computer Operations by explicitly outlining individual responsibilities when teaching techniques, practices, and procedures as required.
- Collaborate with IT support teams by clearly delineating each team's responsibilities to implement new systems and system changes, ensuring smooth integration into production operations.

POSITION REQUIREMENTS:

Education:

- Graduation from an accredited college or university with a bachelor's degree that must include or be supplemented by a minimum of eighteen (18) semester-hour credits in mathematics, computer science, information technology, and/or computer information systems.

Required Experience:

- A minimum of five (5) years of progressively responsible professional experience in information processing, production control functions, practices, and workflow control techniques.
- A minimum of five (5) years of production control and workflow management experience including:
 - Set up and monitoring of distributed and mainframe batch jobs.
 - Troubleshooting procedural issues, I/O controls, batch failures, hardware problems.

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- Retrieval and submission of data interface files using sftp software and recording and maintaining required audit logs.
- A minimum of three (3) years of data center operations experience including:
 - Environmental system upkeep: fire suppression, cooling, security, uninterruptable power supplies (UPS).
 - Inspections, maintenance coordination, and repair scheduling.
- A minimum of one (1) year of experience in the design of documents using Microsoft Word RTF files with data models.
- A minimum of one (1) year of experience working with Xerox printers and the FreeFlow application.

Knowledge and Abilities:

- Ability to perform work tasks and quality control functions with consistent and high accuracy.
- Ability to utilize production and control functions and procedures to ensure production deadlines are met.
- Ability to investigate and solve input/output control and procedural problems and/or develop necessary changes.
- Ability to communicate data preparation and batch schedule instructions to computer operators.
- Ability to learn quickly from both oral and written directions and instructions.
- Ability to maintain essential records and files.
- Ability to organize assigned work and develop effective work methods.
- Ability to prepare clear, accurate, and concise reports and schedules.

APPLICATION PROCESS:

Interested candidates must submit a cover letter and resume via email to careers@hesaa.org, referencing **Job Posting #2026-19** in the e-mail subject line. Applicants applying for multiple positions must submit separate applications for each Vacancy Announcement and include the corresponding Job Posting Number in the subject line.

IMPORTANT NOTES:

Telework Eligibility: This position may be eligible for remote work up to two (2) days per week following completion of a four (4) month working test period.

SAME Applicants: If applying under the NJ “SAME” program, supporting documentation (Schedule A or B letter) must be submitted with your resume by the closing date indicated above. For more information, visit the [SAME Program Website](#), email CSC-SAME@csc.nj.gov, or call CSC at (609) 292-4144, option 3.

Foreign Degrees: Degrees and/or transcripts issued by institutions outside of the United States must be evaluated for equivalency by a recognized credential evaluation service at the applicant’s expense. The evaluation must be submitted with the application. Failure to provide this documentation may result in an ineligibility determination.

Residency: In accordance with N.J.S.A. 52:14-7 (New Jersey First Act), all new employees must reside in the State of New Jersey, unless exempted by law. Employees have one (1) year from the date of hire to establish residency or obtain an exemption. For more information, please visit: [Civil Service Commission | NJ First Act](#).

Work Authorization: Applicants must be authorized to work in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. HESAA does not sponsor employment visas, accept student visas, or F1 or H1B work authorization visas.

License: A valid New Jersey driver’s license may be required if the operation of a vehicle is necessary to perform the essential duties of the position.

Background Check: All newly hired employees are subject to a thorough background check.

Employee Benefit(s): As employees of the State of New Jersey, the New Jersey Higher Education Student Assistance Authority (HESAA) offers a comprehensive benefits package, including:

Health and Wellness

- Health, Dental and Prescription Plans
- Life Insurance
- Flexible Spending Accounts
- Employee Assistance Program (EAP)

Work Life Balance

- Paid Leave (Vacation, Sick and Personal Days)
- Alternate Work Week Options*
- Telework Opportunities*

Financial Security

- Pension, Retirement Plans
- Deferred Compensation Plan

Professional Development

- Tuition Reimbursement
- Learning and Development Opportunities

*Subject to agency policy, procedures and guidelines.

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