

**NOTICE OF VACANCY**  
**State of New Jersey**  
**Higher Education Student Assistance Authority**  
**Quakerbridge Plaza**  
**Trenton, NJ 08625**

**NOTE: EXTENDED CLOSING DATE**  
**(If you already applied for this position you do not need to reapply)**

**ISSUE DATE:** September 6, 2022      **CLOSING DATE FOR**  
**ACCEPTING RESUMES:** October 31, 2022

**TITLE:**            Assistant Manager to Deputy Chief Information Officer of Technical Services  
(Unclassified)

**SALARY:**        Commensurate with experience

**LOCATION:**      Higher Education Student Assistance Authority  
Quakerbridge Plaza  
Trenton, NJ 08625

**DESCRIPTION:**

Under the supervision of the Deputy Chief Information Officer of Technical Services (DCIOTS) in the Technical Services unit with the New Jersey Higher Education Student Assistance Authority (HESAA), primary responsibilities for the Assistant Manager to the DCIOTS include supporting the DCIOTS in providing strong technical leadership and management of teams that administer technology infrastructures; the computer operations team; mail operations; and Help Desk. Infrastructures supported include: servers, network, VOIP, email, databases, desktop (VDI and laptop), and security administration. Current infrastructure includes a legacy IBM mainframe system that is planned for transition to a server-based, distributed environment, and the position therefore requires expertise in scaling a distributed environment to prevent disruption in service. The computer operations team supports batch job scheduling (mainframe and distributed), transmission of secure files (input and output), print operations, and development and maintenance of business report/letter templates. The unit maintains a Help Desk, which supports calls/emails from both customers (students, borrowers, schools, and business partners) as well as internal staff. Mailroom services include inbound and outbound operations.

The Assistant Manager to the DCIOTS brings new technology, and delivers training on same, to the current staff, while managing knowledge transfer and succession planning for future teams. The individual in this position monitors and reports on all aspects of the infrastructure to the Chief Information Officer (CIO) and the DCIOTS.

The Assistant Manager to the DCIOTS prepares and maintains project plans for all infrastructure and operations projects, and prepares management reports on all projects for the DCIOTS and HESAA Executive Staff.

A primary function of this position is the identification and implementation of software, hardware, network, and security solutions to ensure that technology infrastructure is responsive to the Authority's growth, changing business objectives, opportunities for increasing operational efficiencies, and security of systems and data.

The individual in this role plans and assists in procurement of software and hardware acquisitions for the IS business unit to insure they are consistent with and supportive of the Authority's business plan. The Assistant Manager to the DCIOTS assists the DCIOTS and the CIO in preparing and maintaining the IS operating and capital budgets.

This role may be eligible for the Telework Pilot Program (July 1, 2022 through June 30, 2023) consisting of up to two (2) days per calendar week after completing a four (4) month working test period following start date.

**REQUIREMENTS:**

**Education:** Bachelor's degree required; Master's degree preferred. Applicants who do not possess the required education may substitute additional experience as indicated on a year-for-year basis.

**Required Experience:** Five years information systems management and planning experience with direct supervision of staff, experience in the analysis and development of management information systems with responsibility for assisting in coordination, and planning. Candidate should have a working technical knowledge of networks, information systems, virtualization, cloud technologies and operating characteristics of major hardware and software components, and exposure to project analysis. Experience in project planning, management, as well as excellent interpersonal and communication abilities are required. The acumen to support, champion, communicate about, and execute the project initiatives of the DCIO is imperative. High energy level, technical enthusiast, enjoyment of challenges, positive approach to problem-solving in a fast-paced environment and a record of self-motivation and personal initiative are all highly desirable. Familiarity with FISMA and security best practices, cyber-security, and experience in a government agency are preferred.

**Residency Requirement:** Pursuant to N.J.S.A. 52:14-7 (L. 2011, Chapter 70), also known as the "New Jersey First Act,:" which became effective September 1, 2011, all persons newly hired by the Executive Branch on or after that date shall have one year from the date of employment to establish, and then maintain, principal residence in the State of New Jersey.

**INTERESTED CANDIDATES SHOULD EMAIL A COVER LETTER (REFERRING TO POSITION TITLE) AND RESUME TO [HR@HESAA.ORG](mailto:HR@HESAA.ORG)**