

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

CLOSING DATE FOR
ISSUE DATE: November 12, 2021 **ACCEPTING RESUMES:** December 3, 2021

TITLE: Information Technology Specialist, Help Desk
Information Services (Non-Competitive) 4 Positions

SALARY: \$55,777.68 - \$78967.17 (P21)

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

SPECIFIC TO THE POSITION:

This position will provide ongoing support and staff backup coverage to handle the hardware and software lifecycle of systems and solutions running to support the HESAA infrastructure. This position will backup system administrators by supporting the following: software installations, distributed software maintenance, asset management, virus protection products, remote access software and functionality (including VPN), VOIP telephone system, secure file transport (internal and external), virtual desktop environment, laptops, printers and network monitoring.

DEFINITION:

Under direct supervision in a state department, agency, data center, institution, or state college, assists in at least one of the following areas: the design and preparation of least complex operation routines and compute programs for electronic data processing equipment utilizing required and current software, operating systems, and multiprogramming technology; the control and/or implementation/maintenance of highly technical operating systems associated with new generations of computers to function toward optimum utilization of available hardware/software using comprehensive knowledge of the operating system function; the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN), maintenance of centralized, decentralized and remote network services, network security, data integrity, network performance monitoring, network problems resolution, and user support; does other related duties as required.

REQUIREMENTS:

EDUCATION:

Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE:

One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs.

Note: Technical support functions may include experience in resolution of online production and/or communications problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

Note: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

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) INCLUDING SALARY HISTORY AND RESUME TO HR@HESAA.ORG