



VACANCY ANNOUNCEMENT

POSTING: 2026-19	ISSUE DATE: 08/28/2026	CLOSING DATE: 09/11/2026
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: \$69,668.20 to \$101,950.90	

NOTE: EXTENDED CLOSING DATE

(Applicants who have previously applied for this position do not need to reapply)

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 position plays a critical role in ensuring the reliable, accurate, and timely execution of production processing activities that support the Authority's student financial aid programs and business operations.

The successful candidate will monitor system availability across production and test environments, schedule, execute and verify application batch processing, and manage inbound and outbound data interface files to and from internal and external business and vendor partners. The position is responsible for monitoring production processing, identifying and resolving system errors or exceptions, reviewing job and error logs, and ensuring the timely completion of daily operational activities.

The role will investigate and resolve input/output control and production processing issues, document and track incidents using established problem management tools, and collaborate with technology staff, programmers, vendors, and business users to implement new applications, system enhancements, and production changes. Responsibilities include performing quality control reviews of production processing, validating application outputs, and ensuring the integrity and accuracy of system data.

The successful candidate will develop, maintain, and update operational procedures to support production processing and system operations. The position is responsible for training and supporting Computer Operators staff on new or updated operational procedures, processes, and best practices.

Additional responsibilities include operating and supporting high-volume production printing for mailings, reports, billing statements, borrower correspondence, and other business documents. The position also monitors and maintains the physical data center environment, including fire suppression, cooling, security, and uninterruptible power supply (UPS) infrastructure, and coordinates and tracks routine inspection, maintenance, and repairs to ensure operational continuity.

The position also supports the design, development, and maintenance of standardized of system generated templates using tools such as Adobe Acrobat, Microsoft Word, or similar software to support agency correspondence.

POSITION REQUIREMENTS:

Education:

Graduation from an accredited college or university with a bachelor's degree in Information Systems or a related field such as Computer, Business or Management Information Systems.

Applicants who do not possess the required education may substitute experience as indicated on a year-for-year basis. One (1) year of applicable experience is considered equivalent to one (1) academic year.

Note: This substitution applies only to the education requirement. All applicants must also meet the minimum required relevant professional experience listed below.

Required Experience:

Two (2) years of progressively responsible professional experience supporting computer operations, production processing, information processing, or technical operations

Experience should include:

- Monitoring and supporting production processing and application workflows.
- Scheduling, executing, and validating application batch processing.
- Investigating and resolving production processing, input/output control, and procedural issues.
- Reviewing system logs, identifying processing exceptions, and implementing corrective actions.
- Managing file transfers using FTP or other secure file transfer technologies.
- Supporting application implementations, production releases, and system enhancements.

- Collaborating with business users, programmers, vendors, and technical support staff to ensure successful production operations.
- Developing and maintaining operational procedures, production documentation, and workflow instructions.

Knowledge and Abilities:

The successful candidate must demonstrate the ability to:

- Perform production processing and quality control activities with a high degree of accuracy and attention to detail.
- Analyze, investigate and resolve production processing and input/output control issues.
- Develop, maintain, and implement operational procedures and production documentation.
- Communicate technical and operational information effectively to both technical and non-technical staff.
- Organize work, manage multiple priorities, and consistently meet operational deadlines.
- Prepare clear, accurate, and concise reports, schedules, and operational documentation.
- Train and support Computer Operators on operational procedures, production standards, and best practices.
- Quickly learn new applications, technologies, and operational processes through verbal and written instructions,.

Preferred Qualifications

Preference may be given to candidates with experience supporting physical data center operations, including coordinating inspections, maintenance, and repairs of environmental systems such as fire suppression, cooling, security, and uninterruptible power supply (UPS) infrastructure.

APPLICATION PROCESS:

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

IMPORTANT NOTES:

SPECIAL NOTE: Following successful completion of a four (4)-month working test period, this position may be eligible for remote work up to two (2) days per week or participation in the Alternate Work Program (AWP).

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

Foreign Degrees: Degrees and/or transcripts issued by institutions outside 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 or accept student visas or F1 or H1B work authorization.

License: A valid New Jersey driver’s license may be required if operating 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 a State of New Jersey employer, 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)

Financial Security

- Pension, Retirement Plans
- Deferred Compensation Plan

Work Life Balance

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

Professional Development

- Tuition Reimbursement
- Learning and Development Opportunities

*Subject to agency policy, procedures and guidelines.