



New Jersey Office of Information Technology

## NOTICE OF JOB VACANCY

ISSUE DATE: September 29, 2017

CLOSING DATE: October 16, 2017

POSTING OPEN TO: ( ) OIT EMPLOYEES IN UNIT SCOPE(S):  
( ) STATEWIDE (STATE EMPLOYEES ONLY)  
(X) GENERAL PUBLIC

TITLE: Analyst Trainee

POSTING # 2017-116

TITLE CODE: 55300

POSITION #: TBD

SALARY RANGE: P95 \$41,230.15 - \$43,094.21

NUMBER OF POSITIONS: 2

LOCATION: NJ Office of Information Technology  
IT Service Management Directorate  
300 Riverview Plaza  
Trenton, NJ 08625

HOURS OF WORK: TBD

**SPECIFIC TO THE POSITION:** The selected candidate will create documentation, tools and processes to support future directional goals. Understand the various dependencies and relationships across the organization to proactively respond to data and system issues. Assist in driving efficiency and effectiveness of the Incident and Problem Management process. Assist in developing and monitoring service level performance metrics reports. Ensure incident data is completely and accurately captured in the incident recording tools. Assist in routing incidents to support groups when incidents are not closed. Monitor, track and communicate with support teams and management to update tickets, and bring incidents to closure.

**DESCRIPTION OF POSITION:** Under the direction of a supervisor in a State department or agency, as a trainee and productive worker, receives on the job training in analytic practices/procedures and application and research and preparation of reports, completes assignments which will provide practical analyst experience and/or learns to review and analyze financial reports; does other related work.

### **REQUIREMENTS:**

**EDUCATION:** Graduation from an accredited college or university with a Bachelor's degree.

**LICENSE:** 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.

### **FOR NON-U.S. CITIZENS AND/OR FOREIGN DEGREES**

**AUTHORIZATION TO WORK:** U.S. Citizenship is not required. Selected candidate must be authorized to work in the U.S. according to Department of Homeland Security, U.S. Citizenship and Immigration Services regulations.

**Note on Degree Information:** You must provide a transcript(s) or evaluation of your degree(s). Foreign degree evaluation must be evaluated by a recognized evaluation service and include your course-by-course evaluation. Candidates will NOT be

considered for the position if they fail to provide all requested documents upon initial submittal or fail to follow instructions when submitting electronically.

**Current State employees:** Any appointments made that involve movement may result in a forfeiture of rights to any promotional lists in their former unit.

**RESIDENCY REQUIREMENTS:** In accordance with the New Jersey First Act, [N.J.S.A. 52:14-7 \(L. 2011, Chapter 70\)](#), effective September 1, 2011 all employees must reside in the State of New Jersey unless exempted under the law. If you do not live in New Jersey, you have one year after you begin employment to relocate your residence to New Jersey. Employees who fail to meet the residency requirements or obtain an exemption will be removed from employment.

**OPEN TO THE FOLLOWING:** Applicants must meet the job specification on file at the Civil Service Commission. To view the Civil Service Commission's Job Specification, please visit: <http://info.csc.state.nj.us/TitleList/TitleSearch.aspx>

**As a condition of employment with NJOIT a background inquiry will be conducted.**

**IF YOU QUALIFY AND ARE INTERESTED, SEND YOUR RESUME AND A LETTER OF INTEREST WITHIN THE POSTING PERIOD:**

**Electronic Filing:** Applicants are encouraged to file electronically. Forward your letter of interest, resume, and **unofficial transcript OR foreign degree evaluation** to [recruiter2@tech.nj.gov](mailto:recruiter2@tech.nj.gov) **Include the posting number in the subject line.**

**Alternate Filing:** If unable to file electronically, applicants may forward your letter of interest, resume, and **unofficial transcript OR foreign degree evaluation (including posting #2017-116)** to: Antoinette Sargent, Manager, Human Resources

Office of Information Technology  
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Authorized by:

  
Lisa Blauer, Special Assistant