



New Jersey Office of Information Technology

## NOTICE OF JOB VACANCY

**ISSUE DATE:** October 5, 2017

**CLOSING DATE:** October 20, 2017

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

**TITLE:** Computer Operator Assistant

**TITLE CODE:** 53301

**POSTING #** 2017-120

**POSITION #:** TBD

**SALARY RANGE:** A11 \$33,170.292 - \$46,290.85

**NUMBER OF POSITIONS:** 1

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

**HOURS OF WORK:** Tuesday -Saturday  
12:00 am (midnight) – 8:00 am

**SPECIFIC TO THE POSITION:** Ability to learn new procedures accurately and rapidly and follow oral and written instructions. Ability to learn to recognize, participate in their correction, or refer client's calls to a lead staff member or other qualified staff. Ability to learn and maintain essential logs, and Service Center records. Capability to learn to utilize various types of software used by the agency, office or related units to monitor, track, or resolve Network issues related to SNA and IP protocols. Ability to provide troubleshooting, tracking and problem resolution Ability to proactively monitor recorded problems through and with the recording software in use related to GSN data circuits and various data communications equipment in use utilizing SNA and IP protocols. . Knowledge of various software applications in daily monitoring of the GSN including but not limited to Netview, TSO, CISC, NETDEVEL, TELNET is desirable.

**DESCRIPTION OF POSITION:** Under close supervision in an information processing production unit, receives advanced technical on-the-job training in the operation of a large-scale multi-programmed computer and its peripheral devices; directly assigned; does related work as required.

**REQUIREMENTS:** Successful completion of a one (1) year technological training program in the operation of electronic computers or one (1) year of experience in the operation of data processing related equipment, e.g. Data entry, microfiche, electronic accounting machine operations.

**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 #2017-120)** to: Antoinette Sargent, Manager, Human Resources

Office of Information Technology  
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Authorized by:

  
Lisa Blauer, Special Assistant