



New Jersey Office of Information Technology

NOTICE OF JOB VACANCY

ISSUE DATE: September 13, 2018

CLOSING DATE: Continuous (6 months)

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

TITLE: Computer Operator Assistant

POSTING # 2018-060

TITLE CODE: 53301

SALARY RANGE: A11 \$34,510.37 - \$48,160.94

NUMBER OF POSITIONS: 3

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

HOURS OF WORK: 35 hours
1ST Shift 8:00 A.M. – 4:00 P.M.
2ND Shift 4:00 p.m. – 12:00 a.m. (midnight)
3RD Shift 12:00 a.m. (midnight) – 8:00 a.m.

****Once you have applied to this job vacancy, your resume will be kept on file for at least 6 months. All positions that become available during this timeframe will be filled with the applicant pool from this posting.**

SPECIFIC TO THE POSITION: Ability to learn new procedures accurately and rapidly and to follow oral and written instructions. Ability to learn to recognize, participate in the correction, or refer client calls to a lead person or other qualified staff. Ability to learn and maintain essential logs, and Service Desk records in the ITSM tool. Ability to learn to utilize various types of software's used by the agency, office, or related units to monitor, track, or resolve infrastructure related to SNA and IP protocols and business issues. Ability to triage, assess business impact, scope of the incident(s), determine urgency and impact, troubleshoot, 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 for daily monitoring of the GSN including but not limited to Ping, Putty, 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.

The appointee to this position will be working in a 24/7 environment. Appointee must be available to work overtime on any shift (emergency, planned or unscheduled).

Sample work shifts (Subject to change): Sunday- Thursday, Tuesday- Saturday

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.

Electronic Filing Applicants are encouraged to file electronically. Forward **your resume, letter of interest, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references** to recruiter4@tech.nj.gov **Include the posting number in the subject line.**

Alternate Filing: If unable to file electronically, applicants may forward **your resume, letter of interest, unofficial transcript OR foreign degree evaluation, completed NJ Application for Employment and three professional references (including posting #2018-060)** to:

Heather Pursell, Personnel Assistant 1, Human Resources
Office of Information Technology
300 Riverview Plaza, 4th Floor
P.O. Box 212
Trenton, New Jersey 08625-0212

Authorized by:



Lisa Blauer, Special Assistant