



**JOB OPPORTUNITY
DEPARTMENT OF CORRECTIONS
WHITTLESEY ROAD
P.O. BOX 863
TRENTON, NJ 08625**



THIS POSTING IS ONLY OPEN TO THE FOLLOWING:

- Current Department of Corrections employees who are permanent in a competitive title or a Civil Service Commission-approved non-competitive title. Subject to current promotional and hiring restrictions
- State employees who are permanent in a competitive title or a Civil Service Commission-approved non-competitive title. Subject to current promotional and hiring restrictions
- Interested individuals who meet the stated requirements

Issue Date: September 17, 2021

Posting No.: 348-21

TITLE: Senior Technician, Management Information Systems **SALARY:** \$48,767.10 - \$68,775.00

LOCATION: Central Office, Office of Information Technology – Trenton NJ

JOB DESCRIPTION: Under direction of a supervisory official in a state or local department, institution, or agency, assists in the planning, development, and implementation of information systems; reviews related programs and systems; acts as liaison with internal components utilizing the systems, and/or with other government jurisdictions; or in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.

More Specifically, using a state of the art IT Service Management system, this position will be responsible for:

Service Desk:

- Identify and diagnose issues and problems.
- Categorize and record reported queries and provide solutions.
- Support problem identification.
- Advise users on appropriate course of action.
- Monitor issues from start to resolution.
- Escalate, if needed, unresolved problems to a higher level of support.

Desktop Support Engineer:

- Responding to client support requests.
- Contacting clients to find out the nature of the problem.
- Traveling to the client’s location or connecting via a remote link.
- Troubleshooting hardware and software issues.
- Installing and maintaining hardware and computer peripherals

REQUIREMENTS

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

EXPERIENCE: One (1) year of experience utilizing or implementing electronic information systems, analyzing information systems and/or developing procedures for the use of information systems, or providing user support and solving user problems in a helpdesk or related environment.

NOTE: Applicants who do not possess the required education may substitute additional experience as indicated above on a year-for-year basis.

NOTE: A Bachelor's degree or a Master's degree in a computer-related area may be substituted for the experience as indicated above.

NOTE: Twenty-four (24) credits in data processing from an accredited college may be substituted for two (2) years of the education requirement.

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PLEASE INCLUDE RESUME AND COPY OF TRANSCRIPTS (UNOFFICIAL COPIES ARE ACCEPTABLE), IF APPLICABLE, IN YOUR RESPONSE. POSTING TITLE AND NUMBER MUST BE INCLUDED IN THE SUBJECT LINE OF YOUR E-MAIL. ALL ATTACHMENTS MUST BE SENT IN PDF OR WORD FORMAT ONLY. ADDITIONALLY, YOU MUST PROVIDE YOUR E-MAIL ADDRESS. TO BE CONSIDERED, RESPONSES MUST BE POSTMARKED NO LATER THAN OCTOBER 1, 2021.

Forward Response To:

Civilian Recruitment – Office of Human Resources
Central Office Regional Personnel Services, Region 6
P.O. Box 863
Trenton, NJ 08625-0863

Emailed resumes are to be sent only to:

Civilian.Recruitment@doc.nj.gov