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NOTICE OF JOB VACANCY
NEW JERSEY STATE PAROLE BOARD
171 JERSEY STREET
PO BOX 862
TRENTON, NJ 08625-0862

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ANNOUNCEMENT #: 14-28

POSTING PERIOD: 12/22/14 – 1/5/15 **(Extended through 1/12/15)**   [X]   **AGENCY POSTING**
                                                                    [X]   **STATE POSTING**

TITLE: Information Technology Specialist (Desktop Support)
       53262/P21

STARTING SALARY: $51,529.95 - $58,671.12

LOCATION: Central Office – Information Technology

HOURS OF WORK: 8:00 a.m. – 4:00 p.m. OR
                         9:00 a.m. – 5:00 p.m.

JOB DESCRIPTION: Under supervision, this position is responsible for developing workstation images, configuring network servers, insuring connectivity of network infrastructure, and identifying and correcting network problems. Must have an advanced knowledge of computer operations, software installation procedures, and a basic knowledge of computer networking.

REQUIREMENTS:

EDUCATION: Graduation from an accredited college with an Associate's Degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

NOTE: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

NOTE: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associates degree.

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SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

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Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training on Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Civil Service Commission for possible

credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

LICENSE: Appointee will be required to possess a driver's license valid in New Jersey.

TRAVEL: Ability to travel on a daily basis to district offices and correctional facilities throughout the State.

ABILITIES:

- Participate in the physical deployment of IT related equipment.
- Perform initial standard loads on desktops, laptops, desktop software, telephone, wireless devices and peripherals according to pre-established, step-by-step procedures**.**
- Provide technical assistance to system users for problems with the operating system, hardware, productivity programs, control parameters, and enterprise programs. Ability to troubleshoot and repair PCs, Printers and Network issues.
- Maintain IT asset tracking system by performing periodic inventory audits, updating records for repair history, adding records for new purchases, and processing asset transfer and disposal tickets.
- Install local area network cabling systems and equipment including network interface cards and switches.
- Maintain production application programs/program modules as necessary.
- Install approved software packages, drivers, and application modifications and takes corrective action with regard to user error.
- Install software updates and patches to network and local operating systems and server-based applications.
- Work with procurement staff to purchase computer hardware, software, license and other IT supplies.
- Develop user procedures and how-to documents related to IT
- Prepare end user documentation and training materials and conduct user trainings
- Conduct periodic training sessions on employee desktop applications and hardware to augment formal training.
- Excellent communication skills and attention to details
- Thorough knowledge of personal computers and willingness to learn new technologies.

SKILLS/TECHNOLOGIES:

- Ability to write clear and thorough technical documentation.
- Proven experience supporting Microsoft Office (including 2010/2013 Word, Excel, Powerpoint, Outlook, and Access), Internet Explorer, and other supported commercial off-the-shelf (COTS) software; demonstrated abilities to train employees on these applications.
- Proven experience supporting, installing, and configuring Microsoft Windows 8.1 Pro, Microsoft Office and desktop/laptop PC hardware.
- Operational knowledge of imaging using WinPE, WADK, WDS, and SCCM.
- Operational knowledge of Windows Power Shell scripting.
- Operational knowledge of Active Directory and Group Policy.
- Operational knowledge of Linux shell commands and Linux shell scripting.
- Operational knowledge of Citrix XenApp, Citrix XenClient, Citrix XenDesktop

<u>INTERESTED CANDIDATES:</u>

lnterested candidates should submit a cover letter, including announcement number (14-28) along with a current resume to Diane Korchick, Personnel & Employment Unit, PO Box 862, Trenton, NJ 08625, Fax (609) 984-6322. **All applications must be postmarked by the closing date of January 5, 2015 (Extended through 1/12/15)**

c: CWA Local 1039
   CWA Local 1034