



VACANCY ANNOUNCEMENT

POSTING #: #2024 - 4	ISSUE DATE: 4/1/2024	CLOSING DATE: 5/31/2024
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NOTE: EXTENDED CLOSING DATE

TITLE: Information Technology Assistant – IT Recruit NJ	TITLE CODE: 53301	RANGE: A11
UNIT: Information Technology	# VACANCIES: 2	
LOCATION: Quakerbridge Plaza, Trenton, NJ	SALARY RANGE: \$ 38,662.56 - \$53,955.45	

The appointee to this position will be working in a 24/7/365 environment. Appointee must be available to work overtime on any shift (planned or unscheduled). This position is emergency essential and requires preparedness to work on any assigned shift, to include weekends and holidays, times of extreme weather, and natural and man-made technological disasters.

SPECIFIC TO THE POSITION: Will learn to monitor the infrastructure components within HESAA and provide detailed-oriented, courteous customer service in a tier-one, 24/7/365 IT support call center. Will learn to create accurate support tickets and forward to appropriate technical areas. Must communicate effectively and appropriately both verbally and in writing. Appointee will learn HESAA products and services from on-the-job training. Hours of work 4:00 pm to 12:00 midnight (2nd shift).

DESCRIPTION OF POSITION: Under close supervision in an information technology 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.

POSITION REQUIREMENTS:

Successful completion of four (4) high school courses in computer programming, web design, data security, ethical matters in computer science, global impact of advancements in computer science, animation, robotics, computer repair, graphic design, app development, media technology, or any related information technology area.

OR

Successful completion of a one (1) year technological training program in the operation of computers.

OR

The Higher Education Student Assistance Authority is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff.

One (1) year of experience in computer operator work involving the operation of computers and peripheral equipment, systems analysis and programming, scheduling, technical support, and/or computer operations in the data processing field.

OR

One (1) year of equivalent experience and/or training as determined by the hiring authority.

NOTE: Please provide a copy of your high school or college transcript. Failure to do so may result in disqualification for this position.

ADVANCEMENT:

Appointees who successfully complete the four-month Working Test Period can bridge to one of the following titles under Civil Service Commission procedures: Technical Assistant MIS; Computer Operator 3; or DP Input Output Control Specialist 3.

If the appointee is unable to attain a level of performance warranting advancement to one of the titles listed above, it shall be considered cause for separation.

APPLICATION PROCESS:

Interested candidates must e-mail careers@hesaa.org with reference to Job Posting #2024-4 in the e-mail subject line and include a cover letter and resume. If you are applying for multiple positions at HESAA, you must submit separate applications in response to a Vacancy Announcement and reference the individual Job Posting Number in the e-mail subject line.

IMPORTANT NOTES:

SAME Applicants: Candidates applying under the New Jersey “SAME” program, must include a Schedule A or Schedule B letter with other supporting documents (resume, proof of degree, etc) by the closing date indicated above. For more information, please visit <https://nj.gov/csc/same/overview/index.shtml>, email: SAME@csc.nj.gov, or call CSC at (833) 691-0404.

Foreign Degrees: Degrees and/or transcripts issued by a college or university outside of the United States must be evaluated for accreditation by a reputable evaluation service at your expense. The evaluation must be included with your application submission. Failure to submit the required evaluation may result in an ineligibility determination.

Residency: As of September 2010, in accordance with N.J.S.A. 52:14-7, the “New Jersey First Act,” all new 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, or to secure an exemption. For more information, please visit: <https://nj.gov/labor/lwdhome/njfirst/NJFirst.html>.

Work Authorization: Applicants must possess acceptable work authorization in the United States in accordance with United States Citizenship and Immigration Services and Department of Homeland Security regulations. HESAA does not provide sponsorship or accept student visas, F1 or H1B work authorization visas.

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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.

Background Check: Newly hired employees must agree to a thorough background check.