

Please Post

July 19, 2024

NOTICE OF VACANCY

RESIDENTS OF PENNSYLVANIA/NEW YORK ARE STRONGLY ENCOURAGED TO APPLY

TITLE: TECHNICAL SUPPORT SPECIALIST 1

JOB STATUS: Full Time – 40 hours/week

DEPARTMENT/DIVISION: Department of The Sheriff
Office of The Sheriff

STARTING SALARY: \$59,059

CLOSING DATE: Until filled

START DATE: To be determined

JOB DUTIES:

Under general supervision, in a mainframe environment, provides guidance and direct hands on support to a work shift of the Data Processing Operations unit in resolving complex production problems from verbal or written problem reports, consults with, and assists network management and systems programming staff in the diagnosis, and resolution of complex problems; monitors and allocates space on direct access storage devices; uses and guides the use of productivity aids in implementing and maintaining software, applications, and system libraries; OR as a lead worker in a client/server environment, provides direct support to end users and/or guidance to help desk and/or desktop technical personnel in the provision of direct support; installs and guides the installation of hardware and software on servers and/or workstations; does other related duties.

NOTE:

Candidate should be familiar with the following technical systems and be able to maintain, upgrade, troubleshoot and repair them as necessary:

- Basic computer trouble-shooting skills
- Installing and patching software
- Networking / Active Directory
- Windows and Linux OS

Should also be able to meet the requirements of a background check necessary to work on CJIS systems.

RETURN COMPLETED APPLICATIONS AND RESUME TO:

(Standard County Application Form is located at the following address or www.sussex.nj.us)

Office of Employee Services
Sussex County Administrative Center
One Spring Street
Newton NJ 07860

Email: employeeservices@sussex.nj.us

Fax: 973.579.0355

The County of Sussex provides Equal Employment Opportunities to all applicants regardless of race, creed, color, ancestry, sex, age, disability, marital status, national origin, atypical, hereditary, cellular or blood trait, or on the basis of affectional or sexual orientation.

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MINIMUM REQUIREMENTS:

EDUCATION:

Graduation from an accredited college or university with an Associate's degree in Data Processing.

EXPERIENCE:

Three (3) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi-program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or; 5) help desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages .

NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

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

Special Note Regrading Substituting Experience for Education:

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi-programming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

NOTE: Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all the other factors involved, and make a determination.

LICENSE:

Appointee 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.

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