



## Passaic Valley Water Commission

# **JOB OPENING**

**ISSUE DATE: January 29, 2024**

**CLOSING DATE: February 7, 2024**

**TITLE: Supervisor IT Help Desk**

**VACANCIES: 1**

**LOCATION: Clifton**

**SALARY: \$97,500 - \$107,500.00**

**WEEKLY HOURS: 35**

**DEFINITION:**

Under direction in a state department, agency, institution, or local jurisdiction, supervises staff and monitors help desk support operations providing hardware and software support to end-users; supervises the implementation and maintenance of desktop operating systems, applications, and hardware; directs problem diagnosis and resolution; consults with network management and systems programming staff for problem diagnosis, assistance and resolution; and provides technical support and guidance to end-users and to other units within the organization; does related work as required.

**REQUIREMENTS:**

**NOTE:** Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Eight (8) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Possession of a bachelor's degree from an accredited college or university; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Possession of an associate's degree in computer science or information technology; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Possession of a bachelor's or master's degree in computer science or information technology; and three (3) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

OR

Four (4) years of professional 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 computer systems and work in the information processing support areas of input/output control, scheduling, or reliability support; and four (4) years of professional experience in an Information Technology operational unit of a public or private information processing facility, including at least three (3) years of experience with an information technology help desk or operational support unit supporting a multiplatform Client/Server LAN or WAN environment and/or Mainframe operation, one (1) year of which shall have been in a lead capacity.

**NOTE:** Any formal information technology 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.

**NOTE:** "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

**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.

**Please submit a cover letter and resume to the Human Resources Department or electronically to: [careers@pvwc.com](mailto:careers@pvwc.com) by the closing date of February 7, 2024.**