



**Employment Opportunities**

**Job title:** NJDHSS Help Desk Support (2nd) Senior

**Reference #:** NJ2015

**Job Location:** Trenton, NJ

**Contract Position (Y/N):** Y

**Posted Date:** 10/23/09

**Job description:**

Support in-house help desk teams by providing the skills listed in complete description.

**Role Description:**


- \* Assume responsibility in the absence of the working team lead.
- \* Monitor activities of support staff on the same shift providing coaching as appropriate.
- \* Provide input as to FAQ topics - both additions and clarifications
- \* Suggest process improvements based on observation of daily functioning of staff.
- \* Suggest areas that staff could support relieving NJIIS development team of additional work
- \* Suggest changes to staffing levels, shift times, and other improvements in responding to the work load.
- \* Knowledge of system relationships and telecommunications.
- \* Anticipate and resolve issues specific to the team.

- \* Determine time estimates and schedule for own work and resolve issues in a timely manner.
- \* Identify and track issues, risks and action items.
- \* Provides support at the “How To” level to non-technical users of the New Jersey Immunization Information System (NJIS) with particular emphasis on the H1N1 Vaccination campaign.
- \* Works in a information sensitive environment where there are strict guidelines and penalties regarding disclosure/exposure of personal and medical information.
- \* Uses various custom processes and tools to repair mistakes made by NJIS users.
- \* Documents all work in using TrackIt!, a problem tracking too.
- \* Will be proficient in general medical jargon, especially related to immunization.
- \* Provides a result oriented, caring resource to application users.
- \* Makes appropriate use of reference publications and diagnostic aids in resolving technical problems.
- \* Prioritize and schedule own workload.
- \* Needs technical assistance on complex problems
- \* Provide accurate and complete answers to general use and administrative environment questions in a timely manner.
- \* Communicate accurate and useful status updates.
- \* Manage and report time spent on all work activities.
- \* Follow quality standards.
- \* Ability to work in a team environment
- \* Complete assigned tasks.
- \* Strong communication skills; both written and spoken

Position is a 2nd shift position (10:00am-8:00pm, M-F)

**Citizenship Required (Y/N): Y**

**Skill Set:** Years of Experience: 3 or more years field experience  
 Education: 2 year college degree or equivalent technical study

Required / Desired Skills 		
Skill	Required / Desired	Amount of Experience

Understanding of Web based applications	Required	4 Years
Listening skills	Required	4 Years
Spoken communication skills	Required	4 Years
Conveys caring concern	Required	4 Years
IE 6 configuration/setup knowledge	Required	4 Years
IE 7 configuration/setup knowledge	Required	2 Years
IE 8 configuration/setup knowledge	Required	1 Years
Problem solving skills	Required	4 Years
Knowledge of printer configuration and setup in IE	Required	1 Years
Prior Firefox experience	Required	1 Years
Prior experience working 2nd shift	Required	

**Length of contract:** 0-5 Month(s)

If interested in this position, please click ‘Back’ on your browser and use the email link to contact our Human Resources Department with your resume. Be sure to include Job Title and Reference number in the subject line of your email.

Thank you.