



Employment Opportunities

Job title: NJDHSS Help Desk Support

Reference #: NJ2017

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:

- * 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

This is a first shift position with hours from 9:00am-6:00pm with an unpaid lunch.

Citizenship Required (Y/N): Y

Skill Set: Years of Experience: 1 to 3 years field experience
 Education: 2 year associates degree or equivalent technical study

Required / Desired Skills		
Skill	Required / Desired	Amount of Experience
Understanding of Web Based Application	Required	2 Years
Listening skills	Required	2 Years
spoken communication skills	Required	2 Years
conveys caring concern	Required	2 Years
IE 6 Configuration/setup knowledge	Required	2 Years
IE 7 Configuration/setup knowledge	Required	2 Years
IE 8 Configuration/setup knowledge	Required	1 Years
Problem solving skills	Required	2 Years
Knowledge of printer	Required	2 Years

configuration and setup in IE

Prior experience with Firefox

Required

1 Years

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.