Philip D. Murphy
Governor

Tahesha L. Way
Lt. Governor

Francis K. O'Connor
Chair

Stephen F. Dougherty
Executive Director

JOB POSTING

Position:	**Junior Systems Specialist**
Location:	**Farley**
Salary:	**$45,000 - $50,000**
Closing Date:	**October 14, 2025**

All requests for the above position are to be sent in writing to Tina Harvey, Human Resource Manager no later than the Closing Date listed above.

The final salary will be commensurate with experience and education. Employees may be eligible for merit increases each year upon satisfactory performance evaluation. SJTA offers comprehensive health coverage, generous paid leave, pension membership, telework options, and a strong work life balance – including a 40-hour week with paid lunch time. SJTA is an Equal Opportunity Employer.

Please refer to the attached for job description.

Approved: _____
Stephen F. Dougherty, Executive Director

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Tina Harvey, Human Resource Manager

Dates Posted: October 8, 2025, through October 14, 2025

Locations Posted: East, West and Central Maintenance, Egg Harbor & Pleasantville Tolls, Mays Landing, E-Z Pass Customer Service Center, State Police, State Police Garage, Administration Building, Atlantic City Welcome Center, Airport, Airport Firehouse, Engineering, Snow Equipment Bldg., ESP, Transportation Services and SJTPO

POSITION: _____Junior Systems Specialist_____   **DEPARTMENT:** ___IT___

NAME: _____   **DATE:** _September 2025_____

REPORTS TO: ____IT Systems Supervisor_____   **SALARY RANGE:** __5____

Job Summary:
Support the Authority's All-Electronic Tolling (AET) systems and assist with troubleshooting IT integrations. Collaborate with vendors, operations, and maintenance teams, while providing end-user support and assisting internal IT personnel as required.

Job Responsibilities:
- Serve as a technical point of contact for both hardware and software components that support tolling operations.
- Coordinate with external vendors, contractors, and service providers to resolve communication issues related to software and network infrastructure.
- Diagnose and resolve technical problems involving communication with Dynamic Messaging Signs (DMS).
- Apply patches and updates to systems, software, and firmware to address security vulnerabilities and maintain system stability.
- Support system implementation and upgrades, including new installations and enhancements to existing IT infrastructure.
- Assist helpdesk operations by troubleshooting issues, performing system maintenance, and upgrading operating systems and hardware on client workstations.
- Collaborate with Systems and Network Administrators to ensure system connectivity and compatibility.
- Manage Authority wireless devices by coordinating with wireless carriers and issuing new equipment such as cell phones and mobile hotspots.
- Create and maintain detailed technical documentation for system configurations and troubleshooting procedures to support internal IT teams.
- Participate in the IT Department's 24/7 on-call rotation schedule.
- Perform other duties as assigned by the Supervisor and senior staff members.

Knowledge and Abilities
- Ability to investigate and analyze information and to draw conclusions.
- Ability to plan, implement, test, and troubleshoot system software.
- Ability to determine computer problems and to coordinate hardware and/or software solutions.
- Ability to communicate technical guidance and instruction to users on the use of PC and Mobile applications and systems.
- Ability to learn and support new PC and Mobile hardware and software.

Supervisory Responsibilities
Not applicable

Physical Requirements:
- Ability to work indoors at a desk for extended periods of time.
- Ability to work outdoors traveling to other job sites as needed.
- Ability to lift and carry 10-20 pounds as needed.
- Listen, talk, interact, and effectively communicate with other employees, supervisors, and outside contacts.
- Standing and/or sitting for extended periods of time.
- Use of phone and/or computer for extended periods of time.
- Bending, reaching, and twisting in the performance of daily job functions.
- Seeing, reading, writing, utilizing a computer keyboard, mouse and other computer implements.
- Ability to work a set schedule consistent with job and/or business needs.

Persons with mental or physical disabilities are eligible if they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Qualifications:

Education:
- Degree in Information Technology or a related field, or equivalent professional experience.
- Two to three years of helpdesk or technical support experience preferred.

Experience:
- Familiarity with tolling system software such as Kapsch, TransCore, or ETC systems.
- Understanding of transportation and infrastructure management principles.
- Knowledge of cloud-based infrastructure and data management solutions.
- Experience with network routing hardware, software, and troubleshooting techniques.
- Proficient in basic reading, writing, and arithmetic skills.
- Ability to successfully pass an FAA security background check.

Disclaimer:
This job description is not intended, nor should it be construed to be an exhaustive list of all responsibilities, duties, skills, or working conditions associated with a particular job. It is intended to be only a general description of the principal requirements common to a position of this type.