



Job Title: Help Desk Representative
Reports To: Director- IT Project

Revised Date: August 26, 2026
FLSA Status: Non-Exempt

Position Summary

NJAMHAA is seeking a customer-focused and technically skilled Help Desk Representative to provide support for the New Jersey Division of Mental Health and Addiction Services (DMHAS) Electronic Portal applications, Microsoft Windows environments, and Microsoft 365 applications. This position serves as the primary point of contact for technical support requests and works closely with DMHAS stakeholders, provider agencies, and NJAMHAA staff to ensure effective technology operations.

Essential Duties and Responsibilities

- Provide Help Desk support during business hours.
- Provide support via telephone, remote desktop, internet tools, or onsite visits.
- Troubleshoot and support DMHAS Electronic Portal applications and Microsoft Windows systems.
- Prepare correspondence, reports, training materials, and user guides as directed.
- Develop and maintain training manuals for DMHAS stakeholders and providers.
- Escalate Level 2 support issues to DMHAS as needed.
- Compile and distribute quarterly Help Desk statistics to DMHAS and IT PAC members.
- Attend IT PAC meetings and prepare meeting minutes.
- Provide onsite technical assistance and equipment installation for contract clients.
- Provide IT and A/V support at NJAMHAA conferences and events, including occasional overnight travel within New Jersey.
- Write articles for the Bits and Bytes newsletter on technology-related topics.
- Provide technical assistance for the NJAMHAA website and update the IT Project section as needed.
- Submit weekly reports to the President and Chief Executive Officer.
- Perform other duties as assigned.

Qualifications

Education and Experience

- High School Diploma or equivalent required.
- Minimum one year of computer school training and/or five years of Help Desk or technical support experience.
- CompTIA A+ Certification required.

Technical Skills

- Proficiency in Microsoft Office and Microsoft 365.
- Knowledge of Windows 11.
- Basic Microsoft Active Directory administration.
- Basic Microsoft 365 administration.
- Experience with Microsoft Entra ID preferred but not required.
- Ability to troubleshoot hardware, software, operating systems, and access issues.

Professional Qualities

- Excellent written and verbal communication skills.
- Strong customer service and interpersonal skills.
- Ability to work independently and collaboratively.
- Strong organizational skills and attention to detail.
- Ability to manage multiple priorities under tight deadlines.
- Reliability, professionalism, and excellent attendance.
- Enthusiastic, flexible, proactive, and detail-oriented.

Benefits

- 401(k) plan with employer contribution (eligible after one year of service with a minimum of 1,000 hours worked)
- Comprehensive health insurance
- Dental insurance
- Life insurance
- Employee Assistance Program (EAP)
- Paid time off, including holidays, vacation, personal, and sick leave (accrual based on hours worked)

Salary will depend on experience and appropriate fit for the position, but ranges from \$48,000 - \$55,000 per year.