State of Connecticut
JOB POSTING

DEPARTMENT OF DEVELOPMENTAL SERVICES
CENTRAL OFFICE
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 1

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: **Candidates on current exam list and lateral transfers**

Location: **Southbury Training School**

Job Posting No: **101916**

Hours: **35 hours/week – Monday - Friday (1st shift)**

Salary: **$57,211* – $73,248 (EU-23) *employees new to state service start at beginning of range**

Closing Date: **September 2, 2014**

Eligibility Requirement:
Candidates must have passed the **Information Technology Analyst 1** exam and be on the current certification list promulgated by the Department of Administrative Services for this classifications. State employees currently holding the title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for these particular vacancies.**

Examples of Duties:
Helpdesk Coverage - Password reset for All regions (Citrix, Windows, DDS Gateway Apps); Create and assign Helpdesk from voicemail; Training users; Notify team of outages; Send Agency wide email)

Desktop Support - Provide Desktop and Laptop support for users (Dameware for remote users); Password reset (Citrix, Windows, DDS Gateway Apps); Safeboot recovery and password reset; Desktop reimaging; PC Moves, new installs; Printer connectivity, repair; Asset Inventory transfer forms, CO inventory for switches, routers, UPS, etc; Outlook Connectivity; Hardware Troubleshooting and Repair; Upgrade Projects

File Server Administration - assigning folder and file permissions to users and groups,

Network Administration - add/remove/edit user accounts in Active Directory; add/remove/edit computer accounts in Active Directory; join computer accounts to the domain, add/remove/edit user accounts in Safeboot, modify user group memberships, troubleshoot network related issues, troubleshoot group home connectivity issues, monitor data port activity, copy data to/from network servers .process user name changes, correspond with DOIT regarding Active Directory requests, process requests for right fax numbers, give appropriate staff access to files for separated DDS staff

Network Admin\ADSL Support - Coordinate with BEST to add, move, and delete ADSL router for All regions; Bandwidth Speed test on users PC for network upgrades; Port Tracking; Using Netsight Console

Miscellaneous - Create Documentation; Calendar Scheduling; Mileage Reports; Coordinating with outside vendors; VPN Management; Birth to Three Support; Computer Image Management

Performs related duties as required.

General Experience: Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

Special Experience: Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming.

NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.

Special Requirements: Incumbents in this position may be required to travel.

Preferred Skills & Experience:

- Good communication skills

- Helpdesk experience
- Experience in troubleshooting PC Hardware and Networking Issues
- Experience with Windows 7 and Windows Server 2012, including Active Directory and Group Policy Administration

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Procedure for Current DDS Employees who are Lateral Transfer Candidates and Applicants for Promotion within the DSW Classification Series:

Interested and qualified candidates who meet the above requirements should submit a fully completed DDS Application for Lateral Transfer/Promotion and copies of their last two performance appraisals.

Application Procedure for All Other Applicants:

Interested and qualified candidates who meet the above requirements should submit a fully completed Application for Examination or Employment (CT-HR-12) located at www.das.state.ct.us/exam. Current State employees must also provide copies of their last two performance appraisals. Non-State employees must also provide 2 letters of reference.

All application materials must be received by 11:59 p.m. on the closing date indicated above.

Incomplete application materials will not be considered.

Send application materials to:

Department of Developmental Services — Central Office
460 Capitol Avenue
Hartford, CT 06106
Attn: Ms. Selestian Patterson
Email: DDS.CO.Recruiting@ct.gov Phone: 860-418-6129 Right Fax: 860-920-3045

Application materials can be emailed, faxed, or mailed.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.