

DEPARTMENT OF CHILDREN AND FAMILIES
JOB OPPORTUNITY

Information Technology Analyst 2

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

Open To:	Candidates on the current exam list and lateral transfers		
Location:	Hartford, CT	Job Posting No:	TH43705CO
Hours:	40 Hours per week	Salary:	FD-28, \$85,650.00 - \$108,551.00 (Annually)
Closing Date:	August 25, 2015		

The Department of Children and Families is currently recruiting for an Information Technology Analyst 2 within the Information Systems Division. This position is full time, 40 hours per week and will be located at 505 Hudson Street, Hartford, CT.

Eligibility: Candidates must have passed the Information Technology Analyst 2 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification at the time of appointment to this position. State employees currently holding the above title or those who have previously attained permanent status in the class may apply for a lateral transfer.

Examples of Duties: Acts as liaison to hardware and/or software vendors, system developers, programmers and user community; evaluates and recommends products; participates in Request for Proposal (RFP) process; assists in estimating cost for annual budget; identifies and implements opportunities for cost savings; conducts system performance analysis, tuning and storage management; assists staff and customers in use of computer systems and software packages; trains operators, IT staff and end users on new procedures; participates in recovery activities; participates in the evaluation of new, related technologies; analyzes requirements and designs systems; participates in or coordinates project planning sessions with customers, analysts and team members to analyze requirements and provide design recommendations for moderately complex systems; provides technical consultation on moderately complex issues regarding the usage of the infrastructure, integration of applications systems into the infrastructure, etc.; participates in system integration testing of operating system, system utilities, hardware upgrades as well as new software and hardware technologies; works with project team to define and design scope for each project; plans, coordinates and schedules assigned projects; coordinates resources for project; ensures timely completion of all phases of project; evaluates and recommends vendors; performs related duties as required. Incumbent's key responsibilities include:

- Work in a team environment with the DCF Operations group and engage in active collaboration with team members
- Provide second level support to the DCF Help Desk staff while assisting in the transition to VDI
- Troubleshoot network, file server, application server and desktop computer issues on a daily basis
- Monitor daily backup jobs
- Manage software licenses
- Utilize the DCF Help Desk ticketing system to monitor and track user requests
- Escalate problem tickets to appropriate next level support team and or agency development team as necessary
- Working in the field with possible travel to DCF remote offices and other DCF facilities

Minimum Qualification: Considerable knowledge of IT equipment and diagnostic tools; considerable knowledge of principles and techniques of systems analysis, design, development and programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of capabilities of computer technology; knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; knowledge of principles and techniques of software generation and programming; knowledge of practices and issues of systems' security and disaster recovery; knowledge of computer operating systems; knowledge of project management principles and techniques; knowledge of principles and techniques of business information systems re-engineering; considerable technical problem solving skills; considerable logic and analytical skills; considerable oral and written communication skills; considerable problem solving skills; interpersonal skills; project coordination skills; considerable ability to analyze, troubleshoot and resolve data communications problems; considerable ability to write, test and debug computer programs; considerable ability to use programming development tools; considerable ability to prepare manuals, reports, documentation and other written materials; considerable ability to identify, analyze and resolve complex business and technical problems; ability to analyze and debug complex software programs.

General Experience: Six (6) years of experience in information technology (IT) operations, programming, systems/software development or another IT related support area.

Special Experience: One (1) year of the General Experience must have been performing professional information technology work in one of the following areas: 1). Installation and support of microcomputer hardware, software and operating systems. 2). Analysis, design and development of information systems. 3). Network hardware and software installation and support. 4). Network hardware and/or software problem diagnosis and resolution.

- Strong technical knowledge of Windows operating systems. (Windows 7, Windows 8, Windows Server 2008/2012)
- Thorough understanding of Microsoft Active Directory, DNS, DHCP and WDS servers.
- Knowledge of Microsoft SQL, Visual Basic, Microsoft Office 2013 is a plus
- Working knowledge of Cisco switches, SAN and VmWare (Server and VDI) is sought for and beneficial
- Working knowledge of VmWare Thinapp technology
- Knowledge of BMC Asset Core and BMC Service Desk is a plus
- Strong communication and documentation skills

Substitution Allowed: College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equalling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree. 2). A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

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

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a CT-HR-12 (State Application), resume, letter of intent, and three (3) letters of SUPERVISORY references from current and/or previous supervisors (external candidates). All Candidates must submit two most recent performance appraisals to the address below. Please reference Job Posting # **TH43705CO**. Application material can also be faxed to (860) 550-6433. **Applications must be postmarked no later than the closing date indicated above. Incomplete application packages will not be considered. Due to the large volume of applications received we are unable to provide confirmation of receipt or status updates during the recruitment process.**

DEPARTMENT OF CHILDREN AND FAMILIES
505 HUDSON STREET, HUMAN RESOURCES, 8TH FLOOR, HARTFORD, CT 06106
Attention: Taneisha Hancel

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.