



State of Connecticut
JOB POSTING

DEPARTMENT OF ADMINISTRATIVE SERVICES
BEST/CJIS
Information Technology Manager 1

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

Open To: Public

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 108909

Hours: 40 Hour Work Week

Salary: \$86,813 – \$123,104 (MP65/66)

Closing Date: July 22, 2015

The Department of Administrative Services is seeking a results-oriented team player with demonstrated leadership, communication and interpersonal skills for an ITM 1 (Microsoft Solutions Expert) position within the Bureau of Enterprise Systems and Technology/CJIS Division in Hartford.

The duties of this position include but are not limited to, the management and direction of systems technical architecture, implementation, and operations for the systems supporting the Connecticut Information Sharing System (CISS), the Offender Based Tracking System (OBTS), and the Connecticut Impaired Drivers Record Information System (CIDRIS). The ITM 1 (Microsoft Solutions Expert) ensures that the requirements for the architecture defined by Xerox and CJIS are implemented and supported.

The CJIS team requires an ITM 1 with skills and abilities to foster cooperation and coordination among the various technical partners and organizations within the state, local agencies and between the prime vendor, Xerox and its partners. The ITM 1 should understand the CISS software elements, have an in-depth working knowledge of information exchange architectures, understand messaging fundamentals, and have strong interpersonal skills.

The Duties and responsibilities include:

- Provide IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Microsoft (Hyper-V), and VMware
- Support services for Microsoft related technologies - Windows Server, SQL Server and SharePoint
- Provide support for Dell R Series Servers
- Design, plan, and support disaster recovery and business continuity
- Deliver technical services and support at the network level - WAN and LAN connectivity, routers, firewalls, and security
- Remote access solution implementation and support using VPN
- Create system documentation to include system reviews and recommendations
- Communication with customers as required - keeping them informed of incident progress, notifying them of impending changes or agreed outages
- Configuration and support for High Availability environments including Clusters
- Provide support for EMC SAN/NAS (VNX/Isilon)
- Provide support for Cisco Switches, Optionally support Checkpoint Firewalls and Network Load Balancers
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs

- Document internal processes and procedures related to duties and responsibilities
- Escalate service issues that cannot be completed within agreed service levels
- Business awareness - specific knowledge of the customer and how IT relates to their business strategy and goals
- Plan, organize and manage technical operations including reengineering and requirements development within the CISS Project
- Establish priorities for system development and data processing projects within the CISS project.
- Develop plans and prepare for business acceptance of new technical processes.
- Prepare and preserve current and new technical architectural and operational process flow diagrams and documents.
- Manage stakeholders' and user community's expectations, improve customer service, perception, and satisfaction
- Review IT publications and online materials to remain up-to-date with current and future technologies emerging in the industry

Required Skills:

- 5 + year' working experience in virtualization technology like Hyper-V
- 3 + year' working experience in the use of Microsoft System Center Product Suite.
- 5 + year' working experience in High-Availability and clustered environments along with Business Continuity Planning (Disaster Recovery Planning), redundant configurations and scalable architectures
- 9 + year' experience working in the IT Field supporting Microsoft Environments
- 2 + year' working experience with Federation Services and Identity Management
- 5 + year' of EMC SAN working experience including configuration, support, management and performance tuning
- Professional IT Certifications, including Microsoft MCSE, Cisco Networking (AIS, ASE, MASE) and System/Storage, Cisco CCNA, VMware VCP, or other compatible technical certifications

KNOWLEDGE, SKILL AND ABILITY:

- Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.
- Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment
- Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness
- Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analyses, keep ahead of industry trends and incorporate "best practices" into information technology operations.
- Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.
- Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.

- Business Knowledge, including knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

General Experience:

1.LEVEL 1, 2, 3, and 4: Ten (10) years of experience in computer or network operations, production control, systems development, information technology analysis and planning.

Special Experience:

1.LEVEL 1: Three (3) years of the General Experience must have been in a lead capacity.

Note: For State Employees, this is interpreted to be at the level of an Information Technology Analyst 3.

Substitutions Allowed:

1. College training in computer science, management information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.

2. A Master's Degree in computer science, management information systems or a closely related field may be substituted for one (1) additional year of the General Experience.

3. For the Information Technology Manager 1 level only, for State Employees, four (4) years of experience as a Computer Operations Supervisor may be substituted for the Special Experience.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, the last two service ratings and a State Application (HR-12) for Employment (this can be found at <http://www.das.state.ct.us/cr1.aspx?page=13>) to:

DEPARTMENT OF ADMINISTRATIVE SERVICES/BEST
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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.