

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 3
PLATFORM SERVICES DIVISION

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

Open To: The Public
Location: 101 East River Drive, East Hartford, CT
Job Posting No. 3908
Hours: 35 Hour Work Week
Salary: \$72,022 (EU 30)
Closing Date: February 14, 2012

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 3 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above 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 this particular vacancy.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an IT Technical Analyst 3 position assigned to the Bureau of Enterprise Systems and Technology/Platform Services Division in East Hartford.

This position will provide UNIX/Linux technical support to various State of Connecticut Agencies in support of IT projects being installed, upgraded, and configured in an n-tiered computing environment.

Work tasks for this assignment will include:

- Given CT DAS/BEST architecture standards, work with existing Unix Services Team to provide Operating System technical support to Department of Motor Vehicles (DMV), Department of Public Health (DPH), CT Criminal Justice Information Systems (CJIS), DAS/BEST (internal infrastructure) and other agencies as needed.
- Create and review documentation (architecture diagrams using Microsoft Visio, infrastructure (OS and related product) deployment, simple Excel spreadsheets, Standard Operating Procedures (SOP)) for use by DAS/BEST service units.
- Create and configure Web, Application, and Database Servers in a Unix/Linux physical and virtual server infrastructure.
- Use enterprise Change Management tool to process work intake requests (Request For Service (RFS), Incident, Problem, and Change ticketing processes) and document findings, incident resolution and notification. For Changes, document deployment steps, fall back procedures and coordinate with internal DAS/BEST service units (networking, storage, help desk, etc). Familiarity with the ITIL framework is a plus.
- Work with Agency partners and their application vendors to deploy, debug and configure the environment with minimal issues in a controlled access pre-Production and Production server environment. Assist with deployment, migration and OS/Security patching.
- Provide effective, clear communication (oral and written) to management, technical staff and non-technical Agency partners and vendors.
- Exhibit the ability to work in a team environment, be able to juggle multiple projects, and have effective time management skills.
- Provide knowledge sharing to DOIT Operations Teams.
- Be proficient in these areas: Sun OS and hardware support(sparc,X86_64), Linux(RHEL,SuSe), virtualization software such as VMWare and XEN, IBM zLinux Platform, TCP/IP, SAN devices, MS Office Suite, Visio, SSL/TLS and Host level security mechanisms, general IT problem diagnosis and fault isolation.
- Familiar with project management practices and ability to lead projects and project meetings a plus.
- Additional experience beneficial, but not required: Java application deployment RedHat JBoss Application Server, IBM Websphere MQ Series, IBM Websphere Application Server, Oracle Application Server, Alfresco Document Management, Novell Access Manager/Single Sign-On components of the Novell SSO solution.

Knowledge, Skills and Abilities:

Considerable knowledge of principles and techniques of systems analysis, design, development, and computer 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 project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of business information systems re-engineering; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery; knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management;

considerable interpersonal skills; considerable oral and written communication skills; considerable problem solving skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; some supervisory ability.

General Experience: Seven (7) years of experience in information technology (IT) operations, programming, systems/software development or another IT related field.

Special Experience: One (1) year of the General Experience must have been at the full professional working level with responsibility for performing a full range of complex technical support functions in one of the following areas: (1) Assisting in the design, implementation and management of a major communications network; (2) Providing technical and administrative support for a wide area network (WAN) or mini-computer system; (3) Assisting in the installation and maintenance of major sub-systems or installing and maintaining other host and/or network software; (4) Participating in the design and development of system applications; (5) Serving as a project coordinator responsible for coordinating the design, development, programming and implementation of moderately complex information systems projects.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 2.

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 equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree. 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 cover letter, a resume, and an Application for Employment to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108
Fax# (860) 622-2617
lorraine.vittner@ct.gov**

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.