



DEPARTMENT OF DEVELOPMENTAL SERVICES
CENTRAL OFFICE
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 2

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

Open To: Candidates on current exam list and lateral transfers

Location: 460 Capitol Ave., Hartford

Job Posting No: 81814

Hours: Monday-Friday (8:00am – 4:00pm)

Salary: \$70,642–\$89,522 (EU-28) *employees new to state service typically start at bottom of range

Closing Date: May 12, 2014

Eligibility Requirement:

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 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 this particular vacancy.**

Examples of Duties:

- Perform duties in the management of all windows servers and desktops (patching, maintaining, virus protection, and monitoring performance etc.)
- Ensure the continued performance of the server infrastructure through proactive maintenance and administration
- Ensure servers and desktops (in conjunction with first line support personnel) are appropriately updated
- Check server disk space, event logs, services and availability
- Arrange and perform server reboots when necessary, notifying users as required
- Support all used aspects of Windows Server technology, including DNS, DHCP, AD, File services (shares and security) and RAID configurations
- Implement and configure data backups
- Ensure server continuity through use of UPS's
- Determine specifications of future hardware requirements
- Keep up with new server technologies, investigating appropriateness
- Ensure that all server software is properly licensed and documented
- Liaise with suppliers, computer support and maintenance companies as required
- Be a key member of the Helpdesk team, providing second level telephone support to users as required
- Ensure compliance with all policies and procedures including Security, HIPAA & PII
- Backup support to Network Administrator
- Perform related duties are required.

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.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 1.

Preferred Skills & Experience:

- Proficiency in Windows & Windows Server OS and technologies
- Proficiency in Server Virtualization
- Proficiency in McAfee ePO administration
- Proficiency in Acronis Windows Backup
- Proficiency in SCCM administration
- Proficiency in Netsight 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. Daimar Ramos
Email: DDS.CO.Recruiting@ct.gov Phone: 860-418-6121 Fax: 860-920-3045

Application materials can be mailed, faxed, or emailed.

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.