



State of Connecticut
JOB POSTING

**DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 1
OPERATIONS DIVISION**

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

Open To: Open to candidates on a current examination list

Location: 55 Farmington Avenue, Hartford, CT 06106

Job Posting No.: 85999

Hours: Monday through Friday, 35 hours per week – 1st shift

Salary: \$58,928 - \$75,446 (EU23/1)

Closing Date: October 15, 2015

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an ITA 1 position assigned to the Bureau of Enterprise Systems and Technology/Operations Services within the Help Desk Unit in Hartford.

Eligibility Requirement:

Candidates must have applied for and passed the Information Technology Analyst 1 examination 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.

The DAS Bureau of Enterprise Systems and Technology (BEST) Help Desk provide customers with a single point of contact for all technology inquiries, incidents and requests. Our customer base includes all branches of CT state government that have hosted technology services at DAS/BEST. The Help Desk supports the Core CT application, Enterprise and IT infrastructure for State of Connecticut agencies, municipalities, K-12 Schools, Higher Education, hospitals and private organizations, as first responders to emergencies, problem reporting, requests for services and technical consultations. IT Infrastructure support includes, but is not limited to, the following services: Network, Desktop, Directory and Messaging, Application Hosting, Development and Maintenance, Internet, IT Security, Midrange and Mainframe Services. The Help Desk processed a total of 23,747 tickets in 2014. Since 2012 the help desk has lost 3

employees and has been reduced from a staff of 8 to 5 employees. The remaining staff has absorbed the additional call volume but are now facing both a coverage and customer service response issue.

REQUIRED SKILLS:

- Help Desk experience
- Work experience with Help Desk service management tool (Footprints solution preferred)
- Network monitoring experience
- Knowledge of PC operating systems and Microsoft Office

Knowledge, Skill and Abilities:

Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

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.

Substitutions Allowed:

1. 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 the General and Special Experience.
3. For State Employees one (1) year as a Information Technology Analyst Trainee may be substituted for the General and Special Experience.
4. For State Employees two (2) years as a Information Technology Technician may be substituted for the General and Special Experience.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (HR-12), and the last two service ratings to:

DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
55 Farmington Avenue
Hartford, CT 06105
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.