



State of Connecticut
JOB POSTING

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 2
NETWORK SERVICES 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.: 112868 & 112869

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

Salary: \$74,945 - \$94,975 (EU 28)

Closing Date: November 11, 2015

The Department of Administrative Services is currently accepting applications for two Information Technology Analyst 2 positions within the Network Division. These positions will be responsible for providing 7x24x365 support on a rotational basis for many state agencies including the Department of Emergency Services and Public Protection (DESPP) Network. (COLLECT is used by local law enforcement from Police Departments and Police cruisers.)

Eligibility Requirement:

Candidates must have applied for and passed the Information Technology Analyst 2 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 Public Safety Data Network Responsibilities for this position are:

- Support and maintain the PSDN optical network, which consists of 8,800 miles of fiber routes throughout the state of CT, connecting the Department of Public Safety and other first responder locations.
- Provide 7x24x365 support to the new e911 network, which is currently being deployed.
- Provide assistance with configuration, upgrades and maintenance of approximately 700+ Cisco routers, switches, CPT 600, CPT200, CPT50, ASR 5k and 7k and other network

related equipment within the DAS/BEST legacy and PSDN networks. This will include, but may not be limited to keeping IOS and OS versions current, modifying access control lists, rule sets and filters when needed; provide support with troubleshooting the data circuits (ASE, ATM, Frame Relay, ADSL, Fiber, etc.) connected to this equipment.

- Monitor and provision the networks using network management tools (i.e. What's Up, Cisco Prime Network, CP Optical, CP Provisioning, CP Central and CTC / CTM); generate charts, topologies, graphs and documentation as requested and needed. Coordinate with Vendors (AT&T, Verizon, Fibertech) the upgrade and repair of the wide area and PSDN networks to support any moves, adds and changes.
- Act as liaison and Level 2 support to DAS/BEST's Help Desk by providing assistance with troubleshooting system access issues, circuit problems and/or hardware failures. Assist with technical problem determination and resolution using diagnostic equipment, software aides and traces. Working knowledge of a protocol analyzer. Follow through any troubles and/or issues to their completion. Ability to configure equipment within an optical ring, which includes: Optical technologies, Fabric Path, Any cast and Multicast
- Considerable knowledge and understanding of routing and switching protocols and hardware that support the states core data center, DESPP and over 800 other remote agency locations.
- Configure, deploy and test 110 e911 routers, ASR 5, 9k
- Knowledge of Infinistream and other sniffer capture software for analysis for DESPP site bandwidth consumption and troubleshooting.

REQUIRED SKILLS:

- CCNA Certified
- Knowledge of TCPIP
- Knowledge of WAN technologies
- Troubleshooting Skills
- Ability to configure Cisco Routers & Switches
- Use of sniffers and Fiber optic cleaning & testing equipment

PREFERRED SKILLS:

- Optical Networking experience
- Data Center switching and routing
- MS Access database

Knowledge, Skill and Abilities:

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.

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

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 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, if applicable.

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

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Hartford, CT 06105

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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.