

**CONNECTICUT DEPARTMENT OF CORRECTION**

**JOB OPPORTUNITY**

**Information Technology Analyst I**

**Please follow the specific application filing instructions at the bottom of this page.**

**Open To:** CANDIDATES ON CURRENT EXAM LIST OR LATERAL TRANSFER

**Location:** Central Office, Technical Team, Wethersfield, CT

**Hours:** 1<sup>st</sup> Shift, Monday - Friday

**Salary:** EU 23 \$55,544.00 - \$71,114.00

**Closing Date:** January 21, 2014

**Minimum Qualifications:**

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.

**Eligibility Requirement:**

Candidates must have applied for and passed the Information Technology Analyst 1 exam and be on the current certification list promulgated by the Department of Administrative Services. State employees currently holding the above title or those who have previously attained permanent status in the class may apply for a lateral transfer.

**Preferred Experience:**

An Information Technology Analyst 1 will serve as a member of a technical support unit interacting with computer users to diagnose and correct PC and network problems, perform software installation, PC setups and printer installations. The majority of the time will be spent providing centralized support to over 3,000 computer users at more than 30 networked locations throughout the state. The individual will also be required to travel to agency facilities throughout the state either individually or serving as a member of a team for specific projects or issues. **A valid drivers' license is required.**

The applicant should be able to provide support in a network environment, Troubleshoot network problems including troubleshooting user hardware and software issues. The applicant should also have experience with a network operating system: Microsoft Office Products, Windows XP, Windows 7 or above, and email products. Applicants with Novell Netware and/or Active Directory are desirable. The applicant should also be able to provide support to network and PC Users in the following areas: application software, PC Hardware and peripherals, network communications, electronic mail and internet web browsing and connectivity. They will also be able to perform basic directory services administration (user adds, deletes, moves, password resets, etc.) as well as maintain logs and detailed documentation for all network and user issues and maintain inventory logs for all equipment entering or leaving the MIS area. This individual will also perform more complex network tasks under the direction of higher level network team members including maintaining complex network tape-backup system, monitoring network servers to ensure proper functioning, running on-line diagnostics of installed network components, resolving hardware compatibility problems, monitoring internet communications to prevent viruses or unauthorized applications. This position has a large focus on dealing with users, applicants with exceptional customer service skills is required.

**Note:**

The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules. State employees should be aware that your performance appraisals, attendance records and discipline records will be reviewed to ensure that you meet DOC Administrative Directive 2.3.

**Application Instructions:**

Qualified candidates who meet the above requirements need to submit a cover letter, resume, your last two (2) Performance Evaluations and an application for Employment (Form CT-HR-12) which is available at <http://www.das.state.ct.us/HR/Forms/CT-HR-12> [Application.pdf](#). Please submit your information to:

**Greg Bollaro, Human Resources Associate**  
**Department of Correction**  
**Recruitment Office**  
**24 Wolcott Hill Road**  
**Wethersfield, CT 06109**  
**Gregory.Bollaro@ct.gov**

**The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.**

01/06/14,00106724,gsb,7603/07