

CONNECTICUT DEPARTMENT OF CORRECTION
JOB OPPORTUNITY

INFORMATION TECHNOLOGY ANALYST 1

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

Open To: The Public
Location: Central Office, Help Desk, Wethersfield, CT
Hours: 1st Shift, Monday - Friday
Salary: EU 23 \$64,648.00 - \$81,931.00
Closing Date: May 1, 2012

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.

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.

Preferred Experience:

Network Administration; User Support in a large network environment; Troubleshooting network problems; Troubleshooting user hardware and software issues; Experience with a network operating system, Microsoft Office products, Windows XP or above email product; Excellent communication skills (both written and oral) are required. Travel is required to perform information technology activities in correctional facilities across the state. Candidates will be required to have a valid drivers license.

This position will serve as a member of a centralized Help Desk providing PC and network support to over 3000 computer users. The applicant should be able to provide support to network and PC users in the following areas: application software, network communications, electronic mail, and internet web browsing and connectivity. The applicant should 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. This individual will also serve as a member of a team involved in network installations and PC upgrades at various prisons throughout the state. This position may 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.

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-12Application.pdf>. Please submit your information to:

**Cathy Downey, Human Resources Specialist
Department of Correction
Recruitment Office
24 Wolcott Hill Road
Wethersfield, CT 06109
Fax: (860) 692-7615**

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