

**DEPARTMENT OF LABOR  
EMPLOYMENT OPPORTUNITY  
INFORMATION TECHNOLOGY ANALYST 2 (EU 28)**

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

**Open To:** The Public  
**Location:** Department of Labor, 200 Folly Brook Boulevard, Wethersfield, CT 06109  
**Hours:** 8:30 a.m. to 4:00 p.m. (35 hours weekly)  
**Salary:** \$68,584 approximate annual salary and full benefits package\*  
**Closing Date:** March 25, 2011

**Eligibility Requirement:** Candidates must have applied for and passed the Information Technology Analyst 2 exam 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.

**EXAMPLES OF DUTIES:** Performs advanced technical support, on-site analysis, diagnosis, and resolution of desktop problems for end-users, and recommends and implements corrective solutions, including off-site repair for remote users as needed; Installs, configures, tests, maintains, monitors, and troubleshoots end-user workstations and related hardware devices, drivers and software in order to deliver required desktop service levels; Serves as the remote desktop specialist responsible for deployment, imaging and application certification using remote tools; Responsible for developing and administering Remote Access Desktop Solutions; Responsible for technology related desktop/remote tools training and knowledge transfer; Configures end-user systems by using remote connectivity tools, IE and remote connections, includes the installation of CPUs, I/O and NIC cards, hard disks cables, printers, RAM, memory chips, modems, CD-ROMs, etc. Collaborates with Network and System Administrators to ensure efficient operations of the desktop computing environment. Provides 2nd and 3rd level triage support and responds to incoming calls, emails, and/or work orders. Assists in preparing, maintaining, and upholding procedures for logging, reporting, and statistical monitoring of desktop operations. Assists in inventory maintenance of all desktop computing devices and accurately documents instances of desktop equipment or component failure, repair, installation and removal; performs related duties as required.

**Preferred Skills and Ability:** The ideal candidate will be able to excel in a rapidly changing environment and must have very strong technical knowledge of desktop hardware and software, including Windows 2000, Windows XP and Microsoft Office applications. General understanding of Active Directory and how XP interacts within workgroups. Demonstrated skills in McAfee Enterprise Suite, McAfee Safeboot, and TN3270 emulations software also required. Candidate must have excellent technical knowledge of PC internal components and must demonstrate ability to conduct research into PC issues and products as required. Candidate must have excellent Customer Relationship Management and effective interpersonal skills with strong written and oral communications. Demonstrated understanding of Virtual Desktop Tools; CompTIA's A+, Network+, MCP, MCDST Certifications not required but a plus.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

\*Applicants who are not currently a state employee must start at the minimum salary.

**Application Instructions:**

Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume and an Application for Examination or Employment (CT-HR-12). In addition, if you are a non-agency applicant you will need to complete and sign the Addendum to the Application for Examination or Employment (CT-HR-13). Current state employees are required to submit their last two service ratings. The CT-HR-12 and CT-HR-13 can be downloaded from the DAS website at <http://das.ct.gov/employment>. On the job application (CT-HR-12) please reference **Job Posting No. 286**. Application packages will not be considered without these documents. Submit via mail to:

**Department of Labor  
Human Resources Office  
200 Folly Brook Boulevard  
Wethersfield, CT 06109  
FAX (860) 263-6699**

\*\*Please note: If you are choosing to fax your application, it is not necessary to also send an original copy. Due to the large number of expected applicants we cannot confirm receipt of application materials. Please do not call concerning your application.

**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.