

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
OFFICE OF THE COMMISSIONER

EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY ANALYST 1

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

Open To: Candidates on the current exam list for Information Technology Analyst 1 and State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

Location: Information Systems Division, Connecticut Valley Hospital, Middletown, CT 06457

Job Posting No: OC111788

Hours: Monday - Friday 8:30am to 4:00pm, Full-time, 35 hours per week

Salary Range: (EU 23) \$58,928.00 - \$75,446.00

Posting Date: August 12, 2015

Closing date: August 18, 2015

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 for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

DUTIES INCLUDE: Answers calls, email and personnel requests for technical support; tracks status of all problems in our electronic ticketing system and monitors open problems; resolves simple to moderate problems including providing support on hardware and software products; Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; images PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; Responsible for working with users using mobile storage devices for the agency. Provides first level support for network connectivity to Virtual Desktop Infrastructure; assists with diagnoses and resolution of simple network connectivity problems; provides user support and assistance to users connecting to VDI. Considerable knowledge of Active Directory, ability to create, maintain user accounts and group membership, considerable knowledge of trouble shooting, computers, laptops, printers and mobile devices with-in an Active Directory environment.

Knowledge, Skills & Abilities: - Considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and concepts of network environments; knowledge of computer operating systems including Windows 7 ; 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 knowledge with Microsoft Office 2010 products, ability to install and maintain microcomputer hardware, and software components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to identify, analyze and resolve simple business and technical problems. Good oral and written communication skills and dealing with customer service and able to work in a team environment as well as independently.

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 the State of Connecticut Application for Examination and Employment (CT-HR-12). The position number must be noted at the bottom of Page One of the State of Connecticut Application (CT-HR-12).

**PLEASE SEND APPLICATIONS TO:
DMHAS/Human Resources 4th Floor
410 Capitol Avenue,
Hartford, CT 06106
Or Fax To: (860) 418-6697**

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. **(P-4)**