

**DEPARTMENT OF TRANSPORTATION  
JOB OPPORTUNITY**

Information Technology Analyst 1  
DOT Department of Technology Services

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

**Open To:** Candidates on a current examination list  
**Location:** Newington, CT  
**Job Posting No:** 31546, 31858  
**Hours:** 8:00 am to 4:30 pm  
**Salary:** FD 23 - \$65,385 to \$83,718 annual  
**Closing Date:** May 19, 2015

**Eligibility Requirement:** Candidates must have applied for and passed the Information Technology Analyst 1 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.

**Position Description:** This position will perform day-to-day Desktop support. Provide technical assistance and support for incoming questions and issues related to desktops/laptops computer software and hardware. Perform repairs to desktop hardware. Install, test and configure desktop/laptops computers and peripherals. Perform desktop computer and laptop computer deployment to field offices. Troubleshoot to resolution desktop software problems by using remote connection tools. Provide Help Desk support as needed responding to telephone calls, emails and users request for technical support. Log all Help Desk interactions and redirect problems to appropriate technical resource after analysis of problem. This position will be required to travel to different locations within the state and must be able to lift 20 pounds.

**MINIMUM QUALIFICATIONS REQUIRED**

**KNOWLEDGE, SKILL AND ABILITY:**

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.

**EXPERIENCE AND TRAINING:**

**General Experience:**

Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

**Special Experience:**

Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming.

**NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.**

**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 equaling 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 the General and Special Experience.
3. For State Employees one (1) year as an Information Technology Analyst Trainee may be substituted for the General and Special Experience.
4. For State Employees two (2) years as an Information Technology Technician may be substituted for the General and Special Experience.

**Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter; a resume, and an Application CT-HR 12, State employees must include copies of their last two (2) service ratings for Employment by May 19, 2015 to:**

**Connecticut Department of Transportation**

**Ellen Kinney**

**P.O. Box 317546**

**Newington, CT 06131-7546**

**Fax: 860-594-3590**

**Email: Ellen.kinney@ct.gov**

The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules. Refer to the DAS website at [www.das.state.ct.us/HR/Jobspec/JobSearch.asp](http://www.das.state.ct.us/HR/Jobspec/JobSearch.asp) for job specification requirements. Interviews may be limited to candidates whose experience and training most closely meet the requirements of this position. The candidate pool resulting from these interviews may be used to fill future Informational Technician Analyst 1 positions in the Bureau of Finance and Administration within one year.

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