

DEPARTMENT NAME  
JOB OPPORTUNITY  
**DP Operations Support Specialist 1**  
**Operations Division/Data Center**

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

**Open To:** Public  
**Location:** 101 East River Drive, East Hartford, CT  
**Job Posting No:** 3819  
**Hours:** 40 hour Work Week  
**Salary:** \$38,552/annual (CL13/1)  
**Closing Date:** September 24, 2013

**Eligibility Requirement:** State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for a DP Operations Support Specialist 1 position assigned to the Bureau of Enterprise Systems and Technology/Application Services Division in East Hartford. This position is assigned to the night shift, working Sunday –Wednesday, including Holidays.

This position will provide application hosting technical support to various State of Connecticut Agencies in support of projects being installed, upgraded, and configured in an n-tiered computing environment.

**Position Responsibilities:** This is an essential position. In a large-scale mainframe/ server environment this employee is accountable for monitoring, controlling and responding to hardware/software console operator messages. Employee will provide operational support work related to input and/or output control, tape management and computer operations. Employee may be instructed by higher level personnel to coordinate and schedule preventive maintenance to avoid outages due to machine failure. Employee may be requested to notify vendors when machines fail and provide error information to assist in troubleshooting. Monitor infrastructure support equipment within the Enterprise by using Site Scan. Respond and notify support personnel and vendors regarding any Data Center alarm. Ability to run Batch schedule using ESP on Mainframe and GUI. Employee will be responsible for releasing Batch schedule jobs as needed. Performs a limited range of related duties within a computer installation; Print, sorts, alphabetizes, codes, numerically orders; maintains accurate files, logs and records; operates section equipment and machines; checks work for errors; sorts, labels, classifies and/or packages data processing materials for distribution; provides prompt and timely distribution of output to users; may assist in maintenance and control of storage media such as tapes and/or disk packs; may record, classify, catalogue and file media and maintain accurate libraries; may mount and dismount tapes and/or disk packs and adjust peripheral machines; may assist in basic installation and/or set up of computer equipment; performs related duties. Answer Service Desk telephone/email and assist Enterprise personnel in referencing standard operating procedures for level one troubleshooting. Accountable for documenting in database for tracking and resolution. Additional experience in the following a plus; Impact, SharePoint, FootPrints, Tivoli NetCool, Blue zone 3270 emulation software or similar emulator.

**Preferred skills:** Background in ESP, CA Spool, CA Scheduler, Cybermation, MS Office Products, Tape Library, Automated Tape Library, ITIL/ ITSM, knowledge of IBM mainframe (OS/370 and Linux) and distributed systems (Windows Based), Dispatch, TSO/SPF PANVALET, OPS/MVS, practical knowledge and experience in mainframe printing environments including but not limited to;, IBM 6400 or similar.

**Knowledge, Skills and Abilities:** Knowledge of general computer operations principles, practices and procedures; basic interpersonal skills; basic oral and written communication skills; skill in performing arithmetical computations; ability to operate a computer keyboard and related equipment; ability to follow schedules and meet timeframes; ability to prepare and maintain accurate records; ability to run computer jobs; ability to perform tasks such as coding, sorting, alphabetizing and numeric ordering.

**General Experience:** One (1) year's experience in computer operations support as a computer operator, tape librarian or control clerk.

**Note:** For state employees this experience is interpreted at the level of Data Processing Operations Support Assistant.

**Substitution Allowed:**

1. Complete of an intensive computer training course which must have included courses in computer operations may be substituted for six (6) months of the General Experience. The training program must be of six (6) months duration or comparable to fifteen (15) semester hours of college credit.

2. College training in computer science may be substituted for the General Experience on the basis of fifteen (15) credit hours equalling one-half (1/2) year of experience to a maximum of six (6) months.

**Working Conditions:** Incumbents in this class may be required to work in tiring positions performing repetitious and monotonous tasks for extended periods of time, may be required to work in a noisy environment and perform a moderate amount of lifting light to medium weights, bending and reaching.

**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 a cover letter, a resume, and an Application for Employment to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES  
101 EAST RIVER DRIVE  
EAST HARTFORD, CT 06108  
Fax# (860 622-2617)  
lorraine.vittner@ct.gov**

**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.