



STATE OF CONNECTICUT
DEPARTMENT OF EDUCATION



(REVISED)
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 3
BUREAU OF INFORMATION TECHNOLOGY

PLEASE FOLLOW THE SPECIFIC APPLICATION INSTRUCTIONS ON THE LAST PAGE

- Open To:** Candidates on current exam list or lateral transfer
- Location:** **This position requires travel to support a specific region within the Connecticut Technical High School System – Region TBD**
- Hours:** 7:00 a.m. – 4:00 p.m.
- Salary:** \$89,944 -\$115,551*
- Closing Date:** October 16, 2015

*New hires to state service start at the minimum of the above salary range.

ELIGIBILITY REQUIREMENTS:

In order to be considered for this vacancy, your name must appear on the current Information Technology Analyst 3 (ITA 3) exam list promulgated by the Department of Administrative Services. If you have not taken and received a passing score for the ITA 3 exam prior to applying for this vacancy, your application will not be considered. Applicants will not have the ability to take the exam for this position prior to the closing date. State employees currently holding the above title or those who have previously attained permanent status are eligible for consideration.

EXAMPLE OF DUTIES:

Within the Connecticut Technical High School System, performs 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, test, maintains, monitors and troubleshoots end-user workstations, laptops, tablets and related hardware devices, drivers and software; serves as remote desktop specialist responsible for deployment, imaging, application certification using remote tools such as Microsoft SCCM; responsible for developing and administering Remote Access Desktop Solutions; responsible for knowledge transfer including: customer refresh of applications, Operating Systems, and devices related to the desktop and BYOD environment; documents daily tasks and documents troubleshooting procedures, current status and resolutions to be used by fellow technicians and Helpdesk; communicates escalated issues to management and other support teams and documents progress; participates in the maintenance and desktop optimization of client computer; builds using industry standard processes that improve availability, performance, security, and capabilities of the client computing environment; assists with inventory maintenance of desktop computing devices and documents instances of desktop equipment or component failure, repair, installation and removal; participates or lead special projects such as desktop, mobile or software refreshes; assists in the implementation of network and/or system hardware software upgrades and/or enhancements; works as part of a team to implement and support server and desktop virtualization environments; maintains and contributes to network system documentation; develops back-up procedures for LAN servers; analyzes the recovery and reliability capability of systems and network services and makes recommendations for improvement; recommends hardware and software purchases. Supports a centralized wireless network; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of principles and techniques of systems analysis, design, development, and computer programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of business information systems re-engineering; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery; knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management; considerable interpersonal skills with the ability to interact with school-based and department staff to solve and troubleshoot implementation and operational problems; considerable oral and written communication skills; considerable problem solving skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; some supervisory ability.

GENERAL EXPERIENCE:

Seven (7) years of experience in information technology (IT) operations, programming, systems/software development or another IT related field.

Special Experience:

One (1) year of the General Experience must have been at the full professional working level with responsibility for performing a full range of complex technical support functions in one of the following areas:

1. Assisting in the design, implementation and management of a major communications network.
2. Providing technical and administrative support for a wide area network (WAN) or mini-computer system.
3. Assisting in the installation and maintenance of major sub-systems or installing and maintaining other host and/or network software.
4. Participating in the design and development of system applications.
5. Serving as a project coordinator responsible for coordinating the design, development, programming and implementation of moderately complex information systems projects.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 2.

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 one (1) additional year of the General Experience.

PREFERRED EXPERIENCE:

Strong analytical and communication skills; A+ certification is desirable; ITIL Foundation knowledge is desirable; 6+ years of IT/Desktop Support working in a medium to large corporate environment; ability to utilize computer operating systems utilities; knowledge and experience supporting Windows 7/8 Operating systems; knowledge of Desktop security principals and best practices.; PC literate and be able to provide technical support for Microsoft Office products (Access, Word, Excel, Power Point, etc); ability to document work in progress; strong troubleshooting skills; customer service, communication, and organizational skills; experience with prioritizing, handling multiple tasks successfully with strong attention to detail;

experience working independently, within a team, knowledge sharing; ability to identify trends in the environment using external or internal means to meet customer demand; strong ability to build relationships with peers, management and staff; ability to proactively analyze and solve problems.

NOTE:

1. The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.
2. This position requires travel to support a specific region within the Connecticut Technical High School System – Region TBD.

APPLICATION INSTRUCTIONS:

In addition to meeting the above requirements, candidates must submit the following information in order to be considered for this position.

1. Cover letter
2. A fully completed and signed Application for Employment (CT-HR-12), available online at <http://www.sde.ct.gov>.
3. The names and contact information for three (3) pertinent professional references.
4. If you are a State employee, please submit a copy of your two most recent service ratings in addition to the above documents.

PLEASE FORWARD APPLICATION MATERIALS TO:

**State Department of Education
165 Capitol Avenue-Room 341
Hartford, CT 06106
ATTN: James Mindek
TEL: (860) 713-6610**

Please note: Applications will be accepted via U.S. mail or hand delivery only.

“The State of Connecticut Department of Education is committed to a policy of equal opportunity/affirmative action for all qualified persons and does not discriminate in any employment practice, education program, or educational activity on the basis of race, color, national origin, sex, disability, age, religion or any other basis prohibited by Connecticut state and/or federal nondiscrimination laws. Inquiries regarding the Department of Education's nondiscrimination policies should be directed to Levy Gillespie, Equal Employment Opportunity Director in the Affirmative Action Office, State of Connecticut Department of Education, 25 Industrial Park Road, Middletown, CT 06457, (860) 807-2071.”

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER