

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 1
NETWORK SERVICES DIVISION

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: Open to candidates on a current examination list

Location: 101 East River Drive, East Hartford, CT

Job Posting No. 3883

Hours: Mon - Fri 8:30 A.M. to 4:00 P.M. 35 Hour Work Week

Salary: \$53,926.00 - \$69,046.00

Closing Date: April 19, 2013

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst1 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.**

The Department of Administrative Services is seeking a results-oriented team player with good organizational, communication and interpersonal skills for an ITA1 position assigned to the Bureau of Enterprise Systems and Technology/Network Services Division in East Hartford. The duties of this position include but are not limited to, procuring all network devices through the state procurement system. Maintain the network services inventory, equipment field installations, network monitoring and Help desk inquiries.

The required and desired skills, knowledge and experience for this position are:

- Respond to all RFS's (Request for Service) assigned by management
- Installation of routers and switches as assigned
- Train with senior network technicians
- Provide support for requests concerning ids for mainframe access
- Oversee department tools for monitoring network activity
- Maintain and track all Network Hardware inventories as assigned
- Participate in weekly project implementation meetings.
- Create Network requisitions / Telephone Service Request, using the internal state applications
- Produce weekly / monthly metrics reports
- Maintain Network Services database

Preferred Skills:

- Proficient with Microsoft Office – Outlook, Visio, Word, Access and Excel
- Working knowledge of Microsoft Project
- Excellent organizational skills and time management
- Ability to multitask

Knowledge, Skills, and Abilities:

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.

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 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.

Substitution 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 a Information Technology Analyst Trainee may be substituted for the General and Special Experience.
4. For State Employees two (2) years as a Information Technology Technician may be substituted for the General and Special Experience.

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 a completed State CT-HR12 application and the last two performance appraisals to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
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.