

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY ANALYST 2
APPLICATION 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. 4066

Hours: 35 Hour Work Week

Salary: \$68,584 (EU28)

Closing Date: March 19, 2012

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 2 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.

The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an IT Technical Analyst 2 position assigned to the Bureau of Enterprise Systems and Technology/Application Services Division in East Hartford.

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.

Work tasks for this assignment include:

- Given CT-DAS/BEST architecture standards, work with existing App Hosting Team to provide application technical support to Department of Motor Vehicles (DMV), Department of Public Health (DPH), State Education Department (SDE), Department of Consumer Protection (DCP) and other agencies as needed.
- Create and review documentation (architecture diagrams using Microsoft Visio, application deployment instructions, simple Excel spreadsheets, Standard Operating Procedures (SOP)) for use by DAS/BEST service units.
- Create and configure Web Sites, Virtual Directories and Application Pools in a Microsoft IIS, ASP .Net physical and virtual server infrastructure for both internal users (intranet) and external (internet) environments.
- Use enterprise Change Management tool to process work intake requests (Request For Service (RFS), Incident, Problem, and Change ticketing processes) and document Findings, incident resolution and notification. For Changes, document deployment steps, fall back procedures and coordinate with internal DAS/BEST service units (networking, storage, help desk, etc). Familiarity with the ITIL framework is a plus.
- Work with Agency partners and their application vendors to deploy, debug configuration and environmental issues in a controlled access pre-Production and Production server environment. Assist with deployment, migration and OS/Security patching.
- Provide effective, clear communication (oral and written) to management, technical staff and non-technical Agency partners and vendors.
- Provide knowledge sharing to DAS/BEST Application Hosting Team.
- Be proficient in these areas: Windows Server 2003/2008 Administration, Microsoft IIS Web Services, Microsoft SQL Server 2005 /2008, VMWare Virtualization, Networking Protocols (http, tcp/ip), Storage Area Networks, Microsoft Office Product Suite, Microsoft Sharepoint 2007, SSL certificates and Security mechanisms, general IT problem diagnosis and fault isolation.
- Familiar with project management practices and ability to lead projects and project meetings a plus.
- Additional experience beneficial, but not required: Java application deployment, RedHat Enterprise Linux, RedHat JBoss Application Server, IBM MQ Series, IBM Websphere Application Server, Oracle Application Server, Unix OS.

Knowledge, Skills, and Abilities:

Considerable knowledge of IT equipment and diagnostic tools; considerable knowledge of principles and techniques of systems analysis, design, development and 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 capabilities of computer technology; knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; knowledge of principles and techniques of software generation and programming; knowledge of practices and issues of systems' security and disaster recovery; knowledge of computer operating systems; knowledge of project management principles and techniques; knowledge of principles and techniques of business information systems re-engineering; considerable technical problem solving skills; considerable logic and analytical skills; considerable oral and written communication skills; considerable problem solving skills; interpersonal skills; project coordination skills; considerable ability to analyze, troubleshoot and resolve data communications problems; considerable ability to write, test and debug computer programs; considerable ability to use programming development tools; considerable ability to prepare manuals, reports, documentation and other written materials; considerable ability to identify, analyze and resolve complex business and technical problems; ability to analyze and debug complex software programs.

General Experience:

Six (6) years of experience in information technology (IT) operations, programming, systems/software development or another IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing professional information technology work in one of the following areas:

1. Installation and support of microcomputer hardware, software and operating systems.
2. Analysis, design and development of information systems.
3. Network hardware and software installation and support.
4. Network hardware and/or software problem diagnosis and resolution.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 1.

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 equalling 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.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

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
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.