

State of Connecticut
JOB POSTING

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 1
UNIFIED COMMUNICATIONS

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

Open To: Open to candidates on a current examination list

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No. 78574

Hours: 35 Hour Work Week

Salary: \$58,928 (EU23/1)

Closing Date: January 4, 2017

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 1 exam and be on the current certification lists 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 leadership, communication and interpersonal skills for an IT Technical Analyst 1 position assigned to the Bureau of Enterprise Systems and Technology/Unified Communications Division in Hartford.

The duties include:

- **Standard Desktop Services** consisting of:
 - Support and diagnosis of Air Cards, Hot Spots and Virtual Private Network clients
 - Image, Configure and setup of personal computers (both desktops and laptops)
 - Setup, configure and deploy mobile devices such as Blackberries, iPhones, Android and Windows based phones including installation of required applications
 - Setup, configure and deploy tablets including installation of required applications
 - Maintenance and support of desktop hardware and software including peripherals and printers
 - Anti-virus and Patch Management services
 - Troubleshooting incidences and service requests spanning across multiple subject matters to either resolve or escalate reported issues
 - network (wired and wireless) diagnosis
 - Active Directory and messaging
 - anti-virus support
 - encryption support
 - patch management and support
 - computer hardware and software diagnosis
- Hardware/Software refresh cycle and upgrade services
 - Asset tracking and control
- Active Directory Administration services
- Familiarization of continually advancing IT technologies
- **Non-Standard Recurring Desktop Services** consisting of:
 - Development and support of training and test environments
 - Procurement assistance
 - Applied project development and implementation
 - Occasionally requested to provide support to non-customer agencies
 - Consultation requests from agencies on technical matters

Preferred Skills

- Two years applied experience providing desktop support functions – including knowledge and use of Help Desk ticketing systems and life cycles and remote assistance software
- Demonstrated ability to produce procedural documentation such as Standard Operating Procedures (SOPs)
- Demonstrated experience with data networking, including wifi, mobile and VPN connectivity
- Experience with endpoint encryption methods – including Bitlocker and McAfee solutions
- Experience with Microsoft System Center Configuration Manager (SCCM)
- Experience with mobile device management and administrative systems
- Experience in supporting health care environments

Required Skills:

- 2 years of working knowledge of computer hardware and software

- Work experience with customer service and communications skills (oral, electronic and written)
- 2 years of working knowledge of Microsoft Windows operating systems and Office Suites as well as Visio and Project
- Work experience with troubleshooting issues and capable of working with minimal supervision
- Work experience with adapting to changing priorities, multi-tasking, organizing, planning and prioritizing work
- Must have a valid driver's license, good driving record and be able to support remote locations.
- Ability to lift and move computers and related IT equipment for setup as needed.

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.

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.

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, a State Application ([CT-HR-12](http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf)) http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf , and the last two service ratings to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
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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.