

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. 86001

Hours: 35 Hour Work Week

Salary: \$57,211 (EU23/1)

Closing Date: October 10, 2014

Eligibility Requirement: Candidates must have applied for and passed the Information Technology Analyst 1 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 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 VPN 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:
 - Disaster Recovery services
 - set up and configuration of testing labs
 - continuous staff support during all exercises
 - breakdown of testing labs
 - 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

- Knowledge and use of Help Desk ticketing life cycles
- Takes direction well under supervision
- Ability to organize, plan and prioritize work
- Ability to effectively multi-task
- Handles frequent interruptions well
- Ability to effectively adapt to changing priorities
- Demonstrated ability to produce procedural documentation such as Standard Operating Procedures (SOPs)
- Knowledge of scripting and scripting languages
- Experience with Microsoft System Center Configuration Manager (SCCM)
- Experience using remote support assistance software
- Experience with BMC Asset Core management software
- Experience with mobile device management and administrative systems

Required Skills:

- 2 Years applied experience providing desktop support functions
- Ability to work with minimal supervision
- Customer service skills and presence
- Working knowledge of Microsoft Windows operating systems and Office Suites as well as Visio and Project
- An understanding of data networking basics
- Working knowledge of computer hardware and software
- Ability to troubleshoot issues
- Effective documentation skills
- Effective communications skills (oral, electronic and written)
- 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.

EXPERIENCE AND TRAINING:

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 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 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.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, a State Application (HR-12), and the last two service ratings to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
55 FARMINGTON AVENUE
HARTFORD, CT 06105**

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.