

DEPARTMENT OF LABOR
JOB OPPORTUNITY
IT ANALYST TRAINEE (EU-18)
HELPDESK

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

Open To: The Public
Location: 200 Folly Brook Blvd., Wethersfield, CT
Job Posting No: 514
Hours: 8:30 a.m. to 4:00 p.m. (35 hours per week)
Salary: \$43,311 - \$54,756 (*employees new to state service start at the minimum salary*)
Closing Date: April 17, 2013

Examples of Duties: Receives on the job training to perform the following tasks: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; assists in diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; Provides first level support for network connectivity, or related network issues; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assists in executing specific disaster recovery plans; provides user support and on the spot training to users; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED:

1. Knowledge, Skills and Abilities: Knowledge of functioning and use of information systems; knowledge of major concepts and terms used in the information technology profession; interpersonal skills; logic and analytical skills; ability to prepare and maintain accurate records; ability to prepare written materials and reports; ability to follow oral and written instructions.

2. General Experience: A Bachelor's Degree in management information systems, computer science or information technology related area.

Preferred Knowledge, Skills and Abilities: Moderate knowledge of IT equipment and diagnostic tools; 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 pc hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; proven ability to analyze and resolve simple business and technical problems.

Promotion to Target Class: Incumbents in this class will be eligible for promotion to the target class of Information Technology Analyst 1 without further competitive examination after successful completion of the one (1) year training program; Incumbents in this class who meet the minimum qualifications of the target class before the end of the training program must take and pass a competitive examination for the target class in order to be considered for promotion to the target class (*the training period is not to exceed two years*).

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

Application Instructions:

Eligible candidates should submit a cover letter, resume, Application for Examination or Employment (CT-HR-12) and the Pre-Authorization and Release Form (immediately follows this job announcement), which includes a statement regarding the Guide to the Code of Ethics. The CT-HR-12 can be downloaded from the DAS website at <http://www.das.state.ct.us/cr1.aspx?page=13>. Reference Job Posting No. 514 on the application. Applications will not be considered without all of the required documents. Applications received or postmarked after the closing date will not be considered. Submit via mail or fax to:

Department of Labor
Human Resources Office
200 Folly Brook Boulevard
Wethersfield, CT 06109
FAX (860) 263-6699

If you are faxing your application, please do not mail additional copies. **Due to the large number of expected applicants we cannot confirm receipt of application materials.** Please do not call concerning your application.

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.

CONNECTICUT DEPARTMENT OF LABOR

Pre-Employment Screening – Authorization and Release

Completion of this form is voluntary; however, if consent to obtain this information is not given, it may have an adverse effect on your employment opportunities with the Connecticut State Department of Labor.

Applicant’s Name (Last, First, Middle): _____

Mailing Address: _____

Home Phone Number: () _____

I, the undersigned, recognize and understand that this constitutes my consent and authorization to disclose or furnish any relevant and necessary information or records to the Department of Labor concerning my character, employment, or military service as may be necessary for a determination of my suitability for employment with the Connecticut State Department of Labor.

This authorization is executed with the full knowledge and understanding that the Labor Department will take measures to protect the aforementioned information against unauthorized disclosure to any parties not having a legitimate need for it in the discharge of the official business of the Department.

I hereby RELEASE any respondent from any and all liability for damages resulting from a decision by the Department not to employ me on account of compliance, or any attempts at compliance with this authorization, except for any damages resulting from knowingly providing false or misleading information or records about me.

A copy of this authorization shall be as effective and valid as the original. This authorization shall be valid for twelve (12) months from the date of my signature.

Date Signed	Signature of Applicant
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As a candidate being considered for employment at the Department of Labor, I have received a copy of the Guide to the Code of Ethics for Public Officials and State Employees.

_____	_____
Date Signed	Signature

A copy of the Guide to the Code of Ethics for Public Officials and State Employees may be obtained at the following link:

http://www.ct.gov/ethics/lib/ethics/guides/public_officials_guide_10.pdf