

DEPARTMENT OF PUBLIC HEALTH
POSTING OF VACANCY

Information Technology Technician
Administrations- Information Technology

POSTING DATE: March 26, 2013

CLOSING DATE: April 3, 2013

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

OPEN TO: Candidates on a current examination list

POSITION CONTROL NUMBER: 104157SC NOTE: THIS NUMBER MUST BE INCLUDED ON YOUR APPLICATION

LOCATION: 410 Capitol Avenue, Hartford, CT

SHIFT/HOURS: 1st Shift/35 hours/week

SALARY GROUP/RANGE: EU 17/\$41,230 - \$52,345

NOTE: CANDIDATES MUST HAVE APPLIED FOR AND PASSED THE **INFORMATION TECHNOLOGY TECHNICIAN** EXAM AND BE ON THE CURRENT CERTIFICATION LIST PROMULGATED BY THE DEPARTMENT OF ADMINISTRATIVE SERVICES. STATE EMPLOYEES CURRENTLY HOLDING THE ABOVE TITLE OR THOSE WHO HAVE PREVIOUSLY ATTAINED STATUS IN THE CLASS 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.

Preferred Skills:

- Experience answering Help Desk calls and logging requests into a tracking system;
- Experience providing guidance and support to multiple end users and interacting with technical staff and vendors on hardware, software and/or network issues;
- Experience maintaining inventory of IT hardware and software licenses;
- Experience submitting, viewing, receiving acquisitions using CORE or Oracle PeopleSoft system;
- Experience installing and configuring computers, printers, scanners and other computing equipment.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY:

Knowledge of functioning and use of information systems and technology; knowledge of IT equipment; knowledge of help desk management tools and utilities; knowledge of computer operations and methods of preparing work for processing; knowledge of data control functions specific to job stream maintenance and documentation; basic knowledge of concepts of network and microcomputer operating systems; interpersonal skills; oral and written communication skills; technical problem solving skills; logic and analytical skills; ability to install and maintain microcomputer hardware, software and basic network components; ability to analyze and troubleshoot simple operational and data communications problems; ability to prepare and maintain records, logs and reports.

EXPERIENCE AND TRAINING:

GENERAL EXPERIENCE:

Three (3) years of experience in information technology (IT) operations support or another IT related support area.

NOTE: For state employees this is interpreted at the level of Data Processing Operations Support Specialist 2.

Substitutions Allowed:

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 two (2) years.

PLEASE NOTE: This position will be filled in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules.

Application Instructions: ANYONE WISHING TO APPLY FOR THIS POSITION MUST COMPLETE AND FORWARD THE APPROPRIATE "State of Connecticut Application Form for Examination and Employment" (Form CT-HR-12) (ORIGINAL AND ONE COPY OF ENTIRE APPLICATION PACKAGE), NO LATER THAN THE CLOSING DATE AT THE TOP OF THIS FORM, TO:

Department of Public Health
410 Capitol Avenue, MS #13PER
PO Box 340308
Hartford, CT 06134-0308
FAX: 860-509-7184(if faxing, only one application is necessary)
EMAIL:dph.recruitment@ct.gov

* The closing date is for this posting. This may differ from the examination closing date for a competitive examination. Questions regarding this process should be directed to the Human Resources Office (Recruitment Hotline, 509-7223).

THE DEPARTMENT OF PUBLIC HEALTH AIMS TO PROVIDE EQUAL OPPORTUNITY IN ALL ASPECTS OF EMPLOYMENT AND ADVANCEMENT, FOSTERING AN ENVIRONMENT COMMITTED TO SUPPORTING INDIVIDUALS IN ALL PROTECTED CLASSES. IF YOU REQUIRE AID/ACCOMMODATION TO PARTICIPATE FULLY AND FAIRLY, PLEASE CONTACT THE AFFIRMATIVE ACTION OFFICE AT 860/509-7220.