

**DEPARTMENT OF CHILDREN AND FAMILIES
JOB OPPORTUNITY**

**INFORMATION TECHNOLOGY ANALYST 2 (Telecommunications) - REPOST
(Information Systems Division) - Position #105591**

**IF YOU APPLIED TO THE PREVIOUS POSTING, PLEASE DO NOT RESUBMIT ANOTHER
APPLICATION!**

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

Open To: **Candidates on a current examination list, Lateral Transfers or candidates who complete the examination closing October 15, 2013**

Location: Hartford, CT

Hours: 40

Salary: \$80,733 - \$102,319

Closing Date: October 25, 2013

Eligibility: **Candidates must have passed the Information Technology Analyst 2 examination list promulgated by the CT Department of Administrative Services (DAS) or submitted paperwork for the examination closing October 15, 2013. The examination is available at the DAS web site:**
http://das.ct.gov/HRDocs/JobExams/CR_Information_Technology_Analyst_2_2013.pdf
State employees may apply for lateral transfer if they currently hold the title of Information Technology Analyst 2, or have attained permanent status in the class since their most recent hire date.

Position Description: The Department of Children & Families is recruiting for an Information Technology Analyst II to support telecommunication systems and infrastructure within the Information Systems Division of Central Office. As a member of the Information Technology Operations team, the position is responsible for maintaining numerous telecommunications systems and data cabling throughout DCF, which comprises 16 offices and three facilities located around the state. Responsibilities include, but are not limited to:

- Implement and Maintain NEC PBXs (2000, 2400, 8300), voicemail and call accounting systems
- Recommend and assist with system upgrades and refreshes
- Perform moves/adds/changes as needed
- Install, maintain and repair data and telecommunication cabling

Knowledge, Skill & Ability: 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 telecommunications hardware and software; (2) Analysis, design and development of telecommunications systems; (3) Network hardware and software installation and

support; (4) Telecommunications hardware and/or software problem diagnosis and resolution. **NOTE:** For state employees this is interpreted at the level of Information Technology Analyst 1.

Preference: The preferred candidate should have experience in the service, installation and troubleshooting of telecommunications equipment with an understanding of ISDN/PRI-T-1 ckt's. Be familiar with Telco Terms and wiring infrastructure. Knowledge in all types of Voice and Data cabling is also helpful. Have an understanding of how Voice over IP (VOIP) gets deployed on an Existing Network. A network background, CCNA or Network Plus Cert is a plus. Experience with NEC systems preferred.

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, three (3) supervisory references (current state employees please provide last two Service Ratings in lieu of references) and an Application for Employment (CT-HR12) to the address below. Please reference Job Posting #105591:

**DEPARTMENT OF CHILDREN AND FAMILIES
505 HUDSON STREET
HUMAN RESOURCES, 8TH FLOOR
HARTFORD, CT 06106
Attn: Bernice Morgan
FAX: (860) 707-1952**

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.