

DEPARTMENT OF SOCIAL SERVICES
JOB OPPORTUNITY

INFORMATION TECHNOLOGY ANALYST 3
BUREAU OF CHILD SUPPORT ENFORCEMENT

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

Posting Date: March 19, 2015

Closing Date: March 26, 2015

The Department of Social Services is seeking an Information Technology Analyst 3 in the Bureau of Child Support Enforcement in Central Office.

Open To: Members of the Public and/or State Employees Currently on Active Exam List

Location: 55 Farmington Avenue, Hartford, CT 06105

Job Title: Information Technology Analyst 3

Position Number 110867

Hours Monday – Friday 40 Hours Per Week

Salary Range: EU-30 \$76,409.00 to \$98,162.00

Bargaining Unit Engineering Scientific & Technical (P-4)

Note: *Applicants must have taken and passed the current state of CT examination for Information Technology Analyst 3. State employees who are currently classified at this level or previously attained permanent status in this classification will be considered for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this vacancy.*

DUTIES AND RESPONSIBILITIES:

This is a lead position within the Department of Social Services, Information Technology Services, Child Support Systems section. The incumbent will be responsible for all aspects of administering the Connecticut Child Support Enforcement System (CCSES) application and the underlying UniVerse dbms under the guidance of a Subject Matter Expert. CCSES is a mission critical that supports thousands of statewide users and processes millions of dollars a day. The application is maintained by vendor. The incumbent will be responsible for a web based reporting tool that supports many systems and lines of business as well as administer a Planet Press Office application. The incumbent will also be responsible for multiple PilotFish Technology interfaces of varying complexity.

Preferred Skills:

- Experience with either MS SQL Server, DB2, or Oracle
- Working knowledge of PDL, PCL, PostScript, and Adobe Portable Document Format
- Familiarity with Unix, Linux, Windows Server, and server virtualization
- Familiarity with UniVerse, UniData or other multivalued dbms a plus **but not required**
- Experience working with IT professionals in the public and private sectors
- Ability to work within a team environment or independently as needs arise
- Knowledge of XML standards
- Communication skills – verbal, written, and creation of formal documentation
- Familiarity with PilotFish Technology a plus **but not required**

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY:

Considerable knowledge of principles and techniques of systems analysis, design, development, and computer 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 project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of business information systems re-engineering; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery.

knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management; considerable interpersonal skills; considerable oral and written communication skills; considerable problem solving skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; some supervisory ability.

EXPERIENCE AND TRAINING:

General Experience:

Seven (7) years of experience in information technology (IT) operations, programming, systems/software development or another IT related field.

Special Experience:

One (1) year of the General Experience must have been at the full professional working level with responsibility for performing a full range of complex technical support functions in one of the following areas:

1. Assisting in the design, implementation and management of a major communications network.
2. Providing technical and administrative support for a wide area network (WAN) or mini-computer system.
3. Assisting in the installation and maintenance of major sub-systems or installing and maintaining other host and/or network software.
4. Participating in the design and development of system applications.
5. Serving as a project coordinator responsible for coordinating the design, development, programming and implementation of moderately complex information systems projects.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 2.

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 one (1) additional year of the General Experience.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and three (3) supervisory reference letters (*State employees must submit their two (2) most recent Performance Appraisals in lieu of references*) **in duplicate** to:

State of Connecticut
Department of Social Services
55 Farmington Avenue – 5th Floor
Hartford, CT 06105
Attn: Maria L. Taylor – Human Resources Division

Due to the large volume of applications received, we are unable to confirm receipt of applications.

~PLEASE BE ADVISED THAT HAND-DELIVERED APPLICATIONS WILL NOT BE ACCEPTED~

~TWO (2) COMPLETE SETS OF ALL APPLICATION MATERIALS MUST BE SUBMITTED~

APPLICATIONS MUST BE POSTMARKED ON OR BEFORE Thursday, March 26, 2015

Late or incomplete applications will not be considered.

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.