

DEPARTMENT OF MOTOR VEHICLES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY DIVISION

INFORMATION TECHNOLOGY ANALYST 3
ETL AND HELP DESK SUPERVISOR

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

Open To: The Public
Location: Wethersfield
Job Posting No: 75070
Hours: Monday – Friday, 35 Hours (Full Time)
Salary: \$72,022 - \$92, 526
Closing Date: April 23, 2012

Eligibility Requirement: **Candidates must have applied for and passed the Information Technology Analyst 3 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. Reemployment/SEBAC candidates will be given first priority.**

This announcement is for two distinctly different positions, an Information Technology Analyst 3 responsible for ETL (Extract, Transform and Load) functions, and an Information Technology Analyst 3 Help Desk Supervisor position. On your application, you need to clearly stipulate which position you are applying for per the Application Instructions below. Please be sure that you review the specific requirements below for each position.

ETL (Extract, Transform and Load):

Knowledge, Skills and Abilities :

- Skilled in the administration and usage of IBM InfoSphere DataStage and QualityStage tools, as well as using ETL (Extract, Transform, Load) tools,
- Data cleansing using different data sources,
- Skilled in running Quality Stage jobs,
- Experience in designing, developing and executing SQL queries on DB2 and SQL Serve databases,
- Experience maintaining DB2 databases and tables,
- Ability to perform data profiling and analysis,
- Effective interaction with business owners, users and analysts to obtain business requirements and specifications,
- Proven demonstrated ability to guide and mentor others in ETL tools usage as well as gathering data cleansing requirements and specifications

Preferred Skills:

Ideally candidate shall possess a working knowledge of ODBC connections, as well as SQL Server 2008, SQL Reporting Services and Microsoft Visual Studio.

HELP DESK SUPERVISOR :

Knowledge, Skills and Abilities

- Supervises the day-to-day operations of the IT help desk. As a working supervisor, the successful candidate responds to requests for technical assistance; identifies, researches and resolves complex technical hardware and software issues. Manages and improves Help Desk procedures and ensures service levels are maintained. Documents, tracks, and monitors problems to ensure resolution in a timely manner. Relies on extensive experience and judgment to plan and accomplish goals.
- Administers help desk software,
- Supervises help desk personnel in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, planning, assigning, addressing complaints and resolving

problems.

- Problem Solving/Technical Skills - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Stays current with emerging technology.
- Interpersonal Skills - Focuses on solving conflict; Maintains confidentiality; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively via management activity reports
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others. Shares expertise with others and monitors staff.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Must have demonstrated knowledge and/or skills in the following areas:
 - Software: Office 2003, Office 2007, Office 2010, Microsoft SharePoint 2010, Microsoft SQL Server, Crystal Reports, Microsoft Exchange
 - MS Active Directory (2003 and 2008)
 - Anti-Virus
 - Safe Boot
 - Wired and wireless LAN topologies and technologies
 - Operating Systems: Windows XP, Windows 7, Linux, Windows Server 2003 and Windows Server 2008 including DFS (Distributed File Services)
 - Remote Access/Data Transfer: VPN, FTP
 - Knowledge of Mobile Solutions: Smart phone setup, Android, Blackberry, iPhone is preferred
 - Excellent PC hardware and software diagnostic capabilities
 - Experience managing Help Desk technical environment
 - Proven organizational skills and time management
 - Problem-solving ability
 - Knowledge of industry standard practices in Help Desk management
- Working knowledge of fundamental operations of relevant software, hardware and other equipment
- Database/SQL
- Applicable Microsoft certifications
- Working knowledge of Numara Track-It! (Knowledge as Administrator preferred)

Other Requirements

This position requires travel throughout the State of Connecticut, therefore, candidates must possess and retain a valid Connecticut Motor Vehicle Operator license.

Application Instructions:

Send a cover letter, and completed application form (CT-HR-12) indicating IT Analyst 3 ETL **or** IT Analyst 3 Help Desk in the Title Block to: The Department of Motor Vehicles, Human Resources Division, 60 State Street, Room 235, Wethersfield, CT 06161. Applications can be downloaded from the Internet at <http://www.das.wstate.ct.us/exam>. Please note: Due to the large number of expected applicants, we cannot confirm receipt of application materials. Incomplete or late application packages will not be considered.

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.