

DEPARTMENT OF MOTOR VEHICLES  
JOB OPPORTUNITY  
INFORMATION TECHNOLOGY TECHNICIAN/ INFORMATION TECHNOLOGY TECHNICIAN TRAINEE  
(2 YEAR DURATIONAL POSITION)

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

**Open To:** The Public

**Location:** Department of Motor Vehicles, Wethersfield

**Job Posting No:** 100530

**Hours:** Monday – Saturday, Full Time, 35 hours (Work Schedules Will Vary)

**Salary:** \$41,230 - \$52, 345 (IT Technician)  
\$37,464 - \$47,883 (IT Technician Trainee)

**Closing Date:** February 22, 2012

**Eligibility:**

Candidates must have applied for and **passed the Information Technology Technician exam**, and be on a current certification list promulgated by the Department of Administrative Services. State employees **currently holding the above title**, may apply for a lateral transfer. **Reemployment/SEBAC candidates will be given first priority.**

The job opportunity listed above can also be filled at the lower level of **IT Technician Trainee**.

**Candidates who submit an application for consideration as information Technician Trainees are not required to pass an exam before applying.**

**Responsibilities:**

- Remote assistance using the remote control tools to remotely control PC's and effect repairs from Wethersfield, effectively allowing reduced travel.
- Utilize DMV helpdesk ticket system to record issues and their resolution.
- Escalate calls using established DMV call handling procedures.
- Ask for assistance when necessary to correctly classify and handle trouble calls.

**Required Skills:**

- Professional telephone manner, delivering instructions to users to assist in troubleshooting and remediating production problems.
- Basic technical support work in a PC environment, with a specific focus on at least one area; for example troubleshooting in the areas of networking, printing, internet, PC hardware, PC software.
- General understanding of CAT5 cabling, TCP/IP, mainframe connectivity using SNA, 3270 emulation.
- Ability to install PC hardware, software, and assign network and/or directly attached printers.
- Sufficient diagnostic knowledge is required to identify the most likely cause of failure and escalate call as necessary.
- Provide desktop support services for routine to moderately complex issues.
- Provide assistance in support of network connectivity and printing issues.
- Awareness to know when to ask for help in a difficult situation. Know when further effort will yield reduced results.
- Ability to produce detailed documentation.
- Demonstrate good time management skills, and good researching skills in working with difficult assignments.
- Ability to learn and developed skills for new technology

**Preferred Skills/Tools:**

- In-depth knowledge of PC imaging Software
- General knowledge on Microsoft Active Directory Domain environment
    - DNS, DHCP, GPO's , NTFS Security
  - Experience working with Microsoft Office Environment
  - General Knowledge of Cisco Switches
  - General Knowledge of Microsoft Server 2003 and 2008
  - General Knowledge of Virtual OS technology (VMware, Vsphere , Vcenter)
  - General Knowledge of Server Enterprise backup systems
  - General Knowledge of Server Hardware

**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.

**General Experience Requirement For IT Technician Trainee:**

Two years of experience in computer operations support or another computer related support area.

**Substitution 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

**Application Instructions:** Send a cover letter, and completed application form (CT-HR-12) indicating Information Technology Technician or Information Technician Trainee in the examination 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.