

DEPARTMENT OF MOTOR VEHICLES
JOB OPPORTUNITY
INFORMATION TECHNOLOGY DIVISION
INFORMATION TECHNOLOGY ANALYST 3
HELP DESK SUPERVISOR

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

Open To: Candidates on current exam list

Location: Wethersfield

Job Posting No: 75070

Hours: Monday – Friday, 40 Hours (Full Time)

Salary: \$82,310 - \$105,744

Closing Date: December 11, 2012

Eligibility Requirement:

Candidates must have applied for and **passed the Information Technology Analyst 3 exam** and be on the current certification list. 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 an Information Technology Analyst 3 Help Desk Supervisor position.

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
 - MS Active Directory (2003 and 2008)
 - Anti-Virus
 - Encryption Software
 - Wired and wireless LAN topologies and technologies
 - Operating Systems: Windows XP, Windows 7
 - Remote Access/Data Transfer: VPN, FTP
 - 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
- Working knowledge of Numara Track-It! (Knowledge as Administrator preferred) or other Help Desk software

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 Help Desk Supervisor 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.