

DEPARTMENT OF TRANSPORTATION  
JOB OPPORTUNITY

Information Technology Analyst 1  
DOT Department of Technology Services

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

**Open To:** Candidates on a current examination list  
**Location:** Newington, CT  
**Job Posting No:** 30939  
**Hours:** 8:00 am to 4:30 pm  
**Salary:** FD 23 - \$65,385 to \$83,718 annual  
**Closing Date:** September 5, 2014

**Eligibility Requirement:** Candidates must have applied for and passed the Information Technology Analyst 1 examination 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.

**Position Description:** This position, out of the Commissioner Office, will perform day-to-day Desktop support. Provide technical assistance and support for incoming questions and issues related to desktops/laptops computer software and hardware. Perform repairs to desktop hardware. Install, test and configure desktop/laptops computers and peripherals. Perform desktop computers and laptop computers deployment. Troubleshoot to resolution desktop software problems by using remote connection tools. Provide Help Desk support as needed responding to telephone calls, emails and users request for technical support. Log all Help Desk interactions and redirect problems to appropriate technical resource after analysis of problem.

**EXAMPLES OF DUTIES:** Service/Help Support: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; performs related duties as required. Desktop Services: Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; performs related duties as required.

**Network Services:** Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users; performs related duties as required.

**Software Development:** Prepares computer programs for solution of business problems from narrative statements, program specifications and other data as source materials; customizes software applications to meet user requirements; assists systems and application developers in analysis, design and development of information systems; prepares test data; performs system tests; debugs/corrects errors; diagnoses problems with operating systems specific to incompatibility with other applications; acts as liaison between other technical staff, users and vendors regarding basic application design and modification including database management systems; maintains and enhances existing programs; installs system upgrades and patches in support of application software; documents system changes and problem resolutions; participates in project planning sessions with team members to analyze requirements; uses programmer productivity tools; performs related duties as required.

**Production Control:** Performs technical functions in areas of documentation control, production control, systems software and production scheduling; responsible for effective utilization of production control software; prepares production schedule for computer processing; analyzes and resolves production control problems related to area of involvement; performs related duties as required.

**MINIMUM QUALIFICATIONS REQUIRED**

**KNOWLEDGE, SKILL AND ABILITY:**

Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

## **EXPERIENCE AND TRAINING:**

### **General Experience:**

Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

### **Special Experience:**

Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

- 1. Help desk functions.**
- 2. Installing and maintaining basic computer hardware and software.**
- 3. Basic technical work in data communications, microcomputer support, production control or programming.**

**NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.**

### **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 the General and Special Experience.

3. For State Employees one (1) year as an Information Technology Analyst Trainee may be substituted for the General and Special Experience.

4. For State Employees two (2) years as an Information Technology Technician may be substituted for the General and Special Experience.

**Application Instructions: Interested and qualified candidates who meet the above requirements should submit a cover letter; a resume, and an Application CT-HR 12, State employees must include copies of their last two (2) service ratings for Employment by August 29, 2014 to:**

**Connecticut Department of Transportation  
Ellen Kinney  
P.O. Box 317546  
Newington, CT 06131-7546  
Fax: 860-594-3590  
Email: Ellen.kinney@ct.gov**

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