

UNIVERSITY OF CONNECTICUT HEALTH CENTER
JOB OPPORTUNITY
Technical Analyst III
Network & System Services

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Open To: The Public
Location: Farmington
Job Posting No: 2012-944
Hours: Monday – Friday, 8:30 a.m. – 5:00 p.m.
Salary: TBD
Closing Date: May 10, 2012

At UCHC this classification provides technical support for complex to highly complex network and infrastructure activities and projects.

Knowledge, Skills and Abilities: Infrastructure - extensive knowledge of system architecture; excellent project management techniques; knowledge in programming language(s) used in the enterprise; expert knowledge of system tools; extensive experience in implementing disaster recovery plans, ability to communicate effectively and present ideas to the level needs of the audience; ability to take action to ensure customer satisfaction; ability to analyze techniques, strong problem-solving ability and the ability to coach others in problem-solving techniques; demonstrates careful attention to details; strong interpersonal skills; ability to adapt to change; ability to conduct research/information seeking; ability to lead a wide range of teams; supervisory ability. **General** - working knowledge and understanding of various types of systems tools and utilities and the roles these tools and utilities play in optimizing system development, accessibility, administration and management; ability to work as a team member; knowledge and ability to troubleshoot problems; ability to understand customers' needs; ability to prepare and execute a project plan; effective written and verbal communication skills including ability to express technical data in layman terms; excellent interpersonal skills; good supervisory skills.

General Experience: Eight (8) years experience utilizing computer network devices, systems and communications services with experience in leading complex projects and utilizing multi-protocol networks and operating systems **or** processing experience in system engineering, operating system and design/configuration and management including distributed and centralized desktop systems processing models.

Substitution Allowed: Associate degree in computer science or specialized Information Technology degree programs may be substituted for one (2) year of the general experience. Bachelor's degree in Computer Science may be substituted for four (4) years of the general experience

Special Experience: Citrix Certified Engineer with four (4) years experience supporting a Citrix farm environment of 50+ servers with demonstrated technical expertise in a Citrix Xenapp topology. A working knowledge of desktop imaging software techniques.

Examples of Duties:

Schedules, assigns, oversees and reviews work of assigned staff; may establish performance standards; may be responsible for addressing personnel grievances, applying personnel policies and procedures; responds to calls, email and personnel requests for technical support; evaluates system trends and recommends realistic Service Level Agreement targets regarding time and cost; monitors to ensure that service level agreements are met or exceeded; interacts with clients in a courteous and professional manner and builds relationships with client area; establishes and maintains vendor relationships; evaluates and recommends vendors; teams with contract management in vendor negotiations; identify and implements opportunities for cost savings; performs testing of various types of peripherals for users and documents installation, changes and problem resolutions, integration plans, and conversion plans; performs; manages, maintains and contributes as subject matter expert to network/infrastructure system documentation; participates as a project team leader or in project planning sessions as a team member; offers suggestions for business improvements via the use of information systems or technologies; stays abreast with new products and emerging technologies and maintains a current understanding of systems software, IT architecture, services, products, processes and methodologies; assists in defining enterprise network architecture and technology standards; provides technical leadership, coaches and mentors less experienced individuals; researches and recommends enhancements to the infrastructure; leads the evaluation of new, related technologies and makes recommendations, preparing cost benefit analysis for buy vs. build recommendations; may be responsible for providing unit budget recommendations; may act as a representative of the Director; performs others related duties as assigned. **Network Track** – provides second or third level support for network connectivity, or related network issues for the user community; diagnose and resolves highly complex network problems utilizing traces, hardware diagnostic tools and software; coordinates the installation and maintenance of network components; analyzes network activity and network problems to discover and prevent systematic errors; researches, analyzes, and suggests the implementation of software or hardware changes to rectify any network deficiencies or enhancement to network performance; updates and validates configuration information; analyzes facilities bandwidth requirements and system interdependencies; helps develop capacity planning models; assists or leads in designing network solutions to meet customer needs; analyzes the recovery and reliability capability of systems and network services and makes recommendations for improvement; assists in the development of disaster recovery plans ensuring readiness of enterprise wide network plans; assesses network service performance risks and assists in developing contingency plans; implementing network security procedure; recommends hardware and software purchases in support of remote access; installs, monitors, maintains and upgrades network access to mainframe services; provides consultation to application developers regarding network capabilities; provides technical consultation on highly complex issues regarding the network. **Infrastructure** - provides support to clients experiencing problems with hardware, operating systems and related utilities in mainframes and servers; handles support issues across multiple areas of expertise and escalated issues; analyzes requirements and designs systems; recommends and creates action plans for system development and/or integration; defines and develops the project scope of multiples complex projects with assistance from the project team; utilizes modeling software to analyze capacity, growth; recommends solutions/improvements; leads others in analyzing assigned specifications, testing, and implementing software solutions and utilizing appropriate software engineering processing; leads system integration testing of operating systems, system utilities, hardware upgrades, software and hardware ensuring that the test evaluates all possible impacts of the new technology on the current infrastructure; develops test plans; leads the installation and configuration of operating systems, major subsystems, new software releases; system upgrades and patches in support of hardware products; plans and oversees new hardware and software releases; monitors system performance; proactively tunes operating systems and it components to avoid performance problems; develops and maintains the disaster recovery plan and leads the recovery activities; provides technical consultation on highly complex issues regarding the usage of the infrastructure, integration of applications systems into the infrastructure, etc.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uhc.edu>, and reference search code 2012-944. Cover letter, resume and references may be uploaded at the time you apply on-line.

**University of Connecticut Health Center
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Farmington, CT 06032**

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.