

**UCONN HEALTH CENTER
JOB OPPORTUNITY
TECHNICAL ANALYST III
NETWORK & SYSTEM SERVICES**

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Open To: The Public
Location: Farmington
Job Posting No: 2015-037
Hours: Monday – Friday, 8:00 AM to 4:30 PM
Salary: TBD
Closing Date: August 11, 2014

At UConn Health 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 Experience: Seven (7) years' experience utilizing processing experience in system engineering, application development, operating system and network design/configuration and management including distributed and centralized desktop systems processing models.

Special Experience: Knowledge of Microsoft Active Directory Experience managing and administrating Microsoft Exchange 2010 or 2013

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

Preferred Requirement:

Experience working with Microsoft Hyper-V
Experience working with Windows PowerShell Scripting
Experience working with Systems Center 2012 suite including System Center Operations Manager 2012, Orchestrator 2012 and Data Protection Manager 2012.
Experience with Microsoft Office 365.

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.

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 its 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.uchc.edu> and reference search code 2015-037. Cover letter, resume and references may be uploaded at the time you apply on-line.

**University of Connecticut Health Center
16 Munson Road
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.