

Connecticut General Assembly
JOB OPPORTUNITY
IT Technology and Support Manager
Office of Information and Technology Services

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

Open To: The Public
Location: Hartford
Hours: Full Time
Salary: To be determined
Closing Date: September 3, 2013

The Office of Information Technology Services (ITS) at the Connecticut General Assembly (CGA) is seeking an IT Technology and Support Manager. Working under the supervision of the ITS Office Director, this position will manage and coordinate the organization's highly available technical infrastructure and support services.

Major Functions and Responsibilities:

- Assists in the formulation and deployment of IT Office vision, mission, operational and strategic planning
- Responsible for the organization's technical infrastructure and support services
- Plans, designs, and manages the deployment of highly available IT infrastructure and associated support services, including networks, servers, storage systems, Data Center, telecommunication, security and systems applications
- Manages highly available Microsoft infrastructure including Windows Servers, VMware, Exchange, and SCCM
- Oversees and prioritizes associated day-to-day operational activities, tactical projects and strategic initiatives.
- Develops and implements methodologies, standards, best practices, and sufficient related documentation
- Develops and implements IT Disaster Recovery/High Availability plan
- Facilitates cross-team collaboration across technical disciplines
- Creates, manages and tracks projects utilizing a standard project methodology
- Communicates and collaborates with customers as needed in regards to requests and efforts, including managing expectations and presenting ideas and solutions
- Provides leadership and guidance to coach, motivate, and lead technical infrastructure and support team members to their optimum performance levels and career development

Education and Experience:

- Bachelor's degree in Computer Science or related field; plus
- A minimum of 10 years of technical infrastructure experience both in management/leadership experience and individual contribution in a technical infrastructure role; plus
- A minimum of 3 years of project management experience utilizing a formalized project management methodology/approach. PMP certification preferred.

Knowledge, Skills, and Abilities

- Exhibits a fundamental understanding of: client-server systems; network infrastructure; Storage Area Networks (SANs); security prevention and protection technologies such as firewall systems, virus and SPAN protection; databases; and Microsoft Operating Systems and back end applications.
- Proven ability to build relationships, collaborate with and inspire customer base and cross-functional teams
- Has the ability to translate needs, concerns, and solutions and gain consensus among technical and non-technical stakeholders
- Demonstrates ability to engage, mentor and motivate staff, fostering innovation, creativity and teamwork
- Excellent listening, verbal and written communication, and presentation skills
- Exhibits a passion for quality and continuous improvement
- Demonstrates creativity balanced with practicality to meet business objectives and team needs
- Is well organized and demonstrates strong time management and multitasking skills
- Demonstrates the ability to adjust and set priorities to meet deadlines while maintaining strong attention to detail

Application Instructions:

Please send resume, cover letter, and salary requirements by September 3, 2013 to Kenneth Greene, Director, Office of Information Technology Services, Connecticut General Assembly, 210 Capitol Avenue, Room 014, Hartford, CT 06106. We are an Equal Opportunity Employer

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.