

UNIVERSITY OF CONNECTICUT HEALTH CENTER  
JOB OPPORTUNITY  
Technical Analyst 1  
Network & Systems Services

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

**Open To:** The Public  
**Location:** Farmington  
**Job Posting No:** 2012-095  
**Hours:** Monday – Friday 8:00 a.m. – 4:30 p.m. Essential position that may require holiday coverage.  
**Salary:** \$61,713  
**Closing Date:** Open until filled

**At UCHC this classification provides support for a variety of information technology issues. Identifies, and researches, resolves technical problems. This position is located in the Network and Security Services area of the Information Technology Department.**

**General Knowledge:**

Desktop – In-depth knowledge of a broad range of hardware and software products; working knowledge of operational and physical environment; familiar with architectural principles and network technology guidelines and standards; in-depth knowledge of help desk management tools and utilities; ability to read component; some supervisory ability; ability to research various resources for solutions; good organizational skills. General - ability to work as a team member; ability to understand customers' needs and develop solution in a timely manner; ability to understand problem solving concepts together with the need to have a structure approach to problem analysis; knowledge of commonly-used concepts, practices, and procedures within a relevant field; ability to work with customers in a courteous manner; interpersonal skills; effective communication skills (oral and written).

**General Experience:**

Five (5) years in-depth experience working with microcomputer hardware and software requiring problem solving/ troubleshooting skills or five (5) years experience in utilizing computer network devices, systems and communication services or the experience in systems engineering applications development, operating systems and network design/configuration and management.

**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.

**Special Experience:**

Experience leading an IT team and guiding others for positive results. Hands-on experience with IT Service Management application software, including the ability to create ad hoc reports, manage Incident Management queues, and manage Knowledge Database. Prior HelpDesk professional phone support experience; excellent ability to diagnose PC, system, account and printer issues using knowledge base or existing technical knowledge/skills. Must be detail-oriented, have excellent organizational, troubleshooting, analytical abilities and be able to work on several projects at once. Requires the ability to keep documentation up to date for standards and procedures. Excellent oral and written communication skills to effectively work with all levels of staff required. Ability to use Internet and Microsoft Office Applications such as Excel, Word, and Outlook. Demonstrated ability to meet deadlines.

**Preferred Skills and Ability:**

Information Technology Infrastructure Library (ITIL) 3.0 Foundation Certified. Prior work experience in higher education / research. Prior work experience in one or more of the following: Health Care, Academia, Research &/or UCHC environment. Advanced experience using Microsoft Access. Advanced experience using Numara TrackIt. ITIL &/or HDI Certified. Experience in technical service operations with at least approximately 40,000 contacts/requests per year.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable. To learn more about the examples of duties for this position, go to <https://jobs.uchc.edu> and reference search code 2012-095.

**Application Instructions:** Interested and qualified candidates who meet the above requirements please apply to: <https://jobs.uchc.edu> and reference search code 2012-095. Cover letter, resume and references may be uploaded at the time you apply.

University of Connecticut Health Center  
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**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.