

DEPARTMENT OF ADMINISTRATIVE SERVICES  
JOB OPPORTUNITY  
Information Technology Analyst Trainee  
Application Services Division  
Posting Number: 88910

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

**Open To:** The Public  
**Location:** 55 Farmington Avenue, Hartford, CT 06106  
**Job Posting No.** 88910  
**Hours:** 35 Hours per week  
**Salary:** \$44,611 annual/\$1,709.24 biweekly (EU 18)  
**Closing Date:** April 14, 2014

**Eligibility Requirements:**

Candidates who meet the experience and training requirements of this classification, as well as State employees holding the above Classification may apply for this position.

The Department of Administrative Services (DAS)/Bureau of Enterprise Systems & Technology (BEST) is seeking a results-oriented team player for an Information Technology Analyst Trainee position in the Portal Unit. This individual must have knowledge of functioning and use of information systems; knowledge of major concepts and terms used in the information technology profession; knowledge of internet practices such as browser compatibility, rss feeds, social media, mobile, audio and video; interpersonal skills; logic and analytical skills; ability to prepare and maintain accurate records; ability to prepare written materials and reports; ability to follow oral and written instructions.

**Description of Duties:**

- Responds to calls, email, and personal requests for technical support of Enterprise Content Management System (CMS), IIS hosting applications, web servers, and websites
- Tracks status of all problems for group and monitors open problems for Portal Management Group
- Review application and network changes submitted from other units to ensure WCMS and related services will not be impacted.
- Test systems after patches or software upgrades are applied to Portal and related application.
- Interact with application vendors, DAS/BEST Technical staff, and over 100 agency administrators and webmasters.
- Resolves simple to moderate problems by providing support on CMS-or website-related hardware and software
- Work on special projects and websites requested by the Governor and Lieutenant Governor's offices and/or affiliated Agencies.
- Test and evaluate new hardware and/or software related to the Enterprise Web Content Management System.
- Contribute to recommendations on the purchase of hardware and/or software as related to this Enterprise Service.
- Configure software applications to meet user requirements
- Participate in testing Disaster Recovery Plans for applications in the Portal Group to ensure IT systems will be available in emergency situations.
- Prepare information for quarterly Portal User Group Meetings (all State Webmasters and Site Administrators are invited).
- Assist in the development of State of Connecticut standards for 3<sup>rd</sup> party web tools.
- Maintain documentation and manuals for the PMG group.
- Participates in project planning sessions with team members to analyze requirements
- Performs other related duties as required

**Preferred Skills:**

Experience writing html, xml, cascading style sheets(css), and javascript  
Experience with html editors and web content management systems (Ektron a bonus)  
Experience with Customer Support and Help Desk Practices  
Knowledge of Internet concepts like browser compatibility, responsive design, and assistive technology

**knowledge, skill and ability:**

Knowledge of functioning and use of information systems; knowledge of major concepts and terms used in the information technology profession; interpersonal skills; logic and analytical skills; ability to prepare and maintain accurate records; ability to prepare written materials and reports; ability to follow oral and written instructions.

**General Experience:**

A Bachelor's Degree in management information systems, computer science or information technology related area.

**Promotion:**

1. Incumbents in this class will be eligible for promotion to the target class of Information Technology Analyst 1 without further competitive examination after successful completion of the one (1) year training program.
2. Incumbents in this class who meet the minimum qualifications of the target class before the end of the training program must take and pass a competitive examination for the target class in order to be considered for promotion to the target class.

**Note:**

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

**Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, the last two service ratings and an Application for Employment to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES/BEST  
101 EAST RIVER DRIVE  
EAST HARTFORD, CT 06108  
ATTENTION: LORRAINE VITTNER  
HUMAN RESOURCES UNIT**

**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.