

State of Connecticut
The Department of Social Services

Vacancy

Data Processing Operations Support Specialist 2

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

Posting Date: June 17, 2013

Closing Date: June 24, 2013

The Department of Social Services is currently accepting applications to fill one (1) Data Processing Operations Support Specialist 2 position within the Information Technology/MIS Division in our Hartford Central Office.

Open To: The Public and State Employees

Position: Data Processing Operations Support Specialist 2
Position Number: 32539

Bargaining Unit: Administrative Clerical (NP-3)

Salary Range: (CL-15) \$40,814.00 - \$53,525.00 Annually

Hours: Monday through Friday from 8:00 – 4:30

Location: 25 Sigourney Street, Hartford, CT 06106

***NOTE:** Recommended experience for the assignment includes: Considerable knowledge and experience automating production and UAT schedules using CA 7 or ESP. Extensive experience working in a dynamic business environment where business processing is initiated using event-driven scheduling, and on-demand processing that often combines or merges disparate business and IT processes that require passing data to other processes and technologies, across both virtual and physical systems.

This position resides in the IT Support area of the IT/MIS Division of DSS.

EXAMPLES OF DUTIES: Performs a full range of duties in area of computer operations support such as input and/or output control, tape management or computer operations; operates, maintains and monitors electronic data processing computer equipment and peripheral devices; maintains accurate records, logs, documentation and inventories; analyzes, diagnoses and resolves simple operating, equipment or telecommunications problems; responds to user questions; checks quality and accuracy of jobs according to established policies and procedures; may maintain and control libraries of storage media; may assist in installation and/or set up of computer equipment such as wiring, cabling and connecting terminals and peripheral devices; may mount and dismount tapes and disk packs; may operate and monitor telecommunications equipment; may prepare work for computer processing; may assist in scheduling and monitoring work submitted for computer processing; performs related duties as required.

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY: Considerable knowledge of computer operations principles, practices and procedures; knowledge of methods, procedures and techniques for processing computer generated output; knowledge of electronic data processing including

Data Processing Operations Support Specialist 2

storage, retrieval, input and output media; knowledge of computer operations as related to library maintenance and storage; knowledge of procedures for storing and handling of magnetic media used in computer operations; interpersonal skills; oral and written communication skills; skill in performing arithmetical computations; ability to operate and maintain computer equipment and devices; ability to follow schedules and meet timeframes; ability to analyze and diagnose operational problems and take appropriate corrective action; ability to prepare and maintain accurate working files and production records; ability to run, schedule and monitor computer jobs; ability to accurately perform tasks such as coding, sorting, alphabetizing and numeric ordering.

EXPERIENCE AND TRAINING:

General Experience: Two (2) years' experience in computer operations support as a computer operator, tape librarian or control clerk.

Substitutions Allowed:

1. Completion of an intensive computer training course which must have included courses in computer operations may be substituted for six (6) months of the General Experience. The training program must be of six (6) months duration or comparable to fifteen (15) semester hours of college credit.
2. College training in computer science may be substituted for the General Experience on the basis of 15 credit hours equaling one-half (1/2) year of experience to a maximum of one (1) year.
3. One (1) year as a Data Processing Operations Support Specialist 1 may be substituted for the General Experience.

WORKING CONDITIONS:

Incumbent may be required to work in tiring positions performing repetitious and monotonous tasks for extended periods of time, may be required to work in a noisy environment and perform a moderate amount of lifting light to medium weights, bending and reaching.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services' Website at: www.das.state.ct.us/exam/default.asp#APPLICATION FORMS. **UNFORTUNATELY, FAX'S WILL NOT BE ACCEPTED. Please MAIL your completed original State of Connecticut Application for Examination or Employment (CT-HR-12) to:**

**Lisa Owens, Principal Human Resources Specialist
Department of Social Services
25 Sigourney Street – 12th Floor
Hartford, CT 06106**

APPLICATIONS MUST BE RECEIVED BY Monday, JUNE 24, 2013, CLOSE OF BUSINESS

An Equal Opportunity / Affirmative Action Employer