

DEPARTMENT OF ADMINISTRATIVE SERVICES
JOB OPPORTUNITY
Information Technology Analyst 2
NETWORK SERVICES DIVISION

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: Open to candidates on a current examination list

Location: 101 East River Drive, East Hartford, CT

Job Posting No. 79534

Hours: 35 Hour Work Week

Salary: \$68,584 (EU28)

Closing Date: June 8, 2012

Eligibility Requirement: Candidates must have applied for and passed the Information Technology ITA2 exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer.

General Knowledge: The Department of Administrative Services is seeking a results-oriented team player with good leadership, communication and interpersonal skills for an ITA2 position assigned to the Bureau of Enterprise Systems and Technology/Network Services Division in East Hartford.

The duties for this position is to assist with configuration, upgrades and maintenance of 700+ Cisco routers, switches and other network related equipment within the DAS/BEST legacy and PSDN networks which support our numerous customer agencies. This will include, but may not be limited to keeping IOS and OS versions current, modifying access control lists, rule sets and filters when needed; provide support with troubleshooting the data circuits (ATM, Frame Relay, ADSL, Fiber, etc.) connected to this equipment.

Monitor the networks using network management tools (i.e. What's Up, IBM NetCool, Ciscoworks, NetFlow Tracker, Cisco CTC/CTM); generate charts, topologies, graphs and documentation as requested and needed. Coordinate with Telcos (AT&T, Fibertech) the upgrade and repair of the wide area and PSDN networks to support any moves, adds and changes.

Act as liaison and Level 2 support to DAS/BEST's Help Desk by providing assistance with troubleshooting system access issues, circuit problems and/or hardware failures. Assist with technical problem determination and resolution using diagnostic equipment, software aides and traces. Working knowledge of a protocol analyzer is desired, but not required. Follow through any troubles and/or issues to their completion. Knowledge of ASG Impact software and CCNA certification is preferred. An understanding of Optical technologies is a plus.

Public Safety Data Network Responsibilities:

- Implementation, configuration and 7x24x365 support of all routers and switches for 26 MAN locations throughout the Hartford area, including DESPP at the state armory.
- Configure and perform IOS upgrades on DESPP Cisco routers.
- Knowledge of Infinistream and other sniffer capture software for analysis for DESPP site bandwidth consumption and troubleshooting.
- Configure and maintain Cricket network graphing solution to monitor and report network utilization and performance for state DESPP routers and switches.
- Considerable knowledge and understanding of routing and switching protocols and hardware that support the states core data center, DESPP and over 800 other remote agency locations.
- May customize and modify mainframe VTAM, CICS and TCP/IP components that support COLLECT application used by DESPP, Corrections and Motor Vehicles.
- Assist with the implementation of the new state PSDN optical network essentially establishing a complete fiber ring throughout the state of CT utilizing ONS 15454 hardware connecting Dept of Emergency Services and Public Protection and other first responder locations.

Knowledge, Skills, and Abilities:

Considerable knowledge of IT equipment and diagnostic tools; considerable knowledge of principles and techniques of systems analysis, design, development and programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of capabilities of computer technology; knowledge of methods and procedures used to conduct detailed analysis and design of computer

systems; knowledge of principles and techniques of software generation and programming; knowledge of practices and issues of systems' security and disaster recovery; knowledge of computer operating systems; knowledge of project management principles and techniques; knowledge of principles and techniques of business information systems re-engineering; considerable technical problem solving skills; considerable logic and analytical skills; considerable oral and written communication skills; considerable problem solving skills; interpersonal skills; project coordination skills; considerable ability to analyze, troubleshoot and resolve data communications problems; considerable ability to write, test and debug computer programs; considerable ability to use programming development tools; considerable ability to prepare manuals, reports, documentation and other written materials; considerable ability to identify, analyze and resolve complex business and technical problems; ability to analyze and debug complex software programs.

General Experience:

Six (6) years of experience in information technology (IT) operations, programming, systems/software development or another IT related support area.

Special Experience:

One (1) year of the General Experience must have been performing professional information technology work in one of the following areas:

1. Installation and support of microcomputer hardware, software and operating systems.
2. Analysis, design and development of information systems.
3. Network hardware and software installation and support.
4. Network hardware and/or software problem diagnosis and resolution.

NOTE: For state employees this is interpreted at the level of Information Technology Analyst 1.

Substitution Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for one (1) additional year of the General Experience.

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, and an Application for Employment to:

**DEPARTMENT OF ADMINISTRATIVE SERVICES
ATTENTION: LORRAINE VITTNER
101 EAST RIVER DRIVE
EAST HARTFORD, CT 06108
Fax# (860) 622-2617
lorraine.vittner@ct.gov**

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.