

DEPARTMENT OF MOTOR VEHICLES
ANTICIPATED JOB OPPORTUNITY
INFORMATION TECHNOLOGY TECHNICIAN/ INFORMATION TECHNOLOGY TECHNICIAN TRAINEE
(2 YEAR DURATIONAL POSITION)

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

Open To: Candidates on current exam list or lateral transfer

Location: Department of Motor Vehicles, Wethersfield

Job Posting No: 100500

Hours: Monday – Saturday, Full Time, 40 hours (Work Schedules Will Vary)

Salary: \$48,534 - \$61,618 (IT Technician)
\$44,102 - \$56,366 (IT Technician Trainee)

Closing Date: August 16, 2013

ELIGIBILITY:

To be considered for the Information Technology Technician level, candidates must have applied for and be on a current Certification List promulgated by the Department of Administrative Services for the classification of Information Technology Technician. State employees currently holding the above title, may apply for a lateral transfer. Reemployment/SEBAC candidates will be given first priority. The job opportunity listed above may also be filled at the lower level of IT Technician Trainee. Candidates who submit an application for consideration as information Technician Trainees are not required to pass an exam before applying, but must meet the minimum Experience and training requirements of the job specification.

RESPONSIBILITIES:

- Remote assistance to control PC's and effect repairs using remote control tools from the Wethersfield location; effectively reducing travel.
- Utilize DMV helpdesk ticket system to record issues and their resolution.
- Escalate calls using established DMV call handling procedures.
- Ask for assistance when necessary to correctly classify and handle trouble calls.

REQUIRED SKILLS:

- Professional telephone manner, delivering instructions to users to assist in troubleshooting and remediating production problems.
- Basic technical support work in a PC environment, with a specific focus on at least one area; for example troubleshooting in the areas of networking, printing, internet, PC hardware, PC software.
- General understanding of CAT5 cabling, TCP/IP, mainframe connectivity using SNA, 3270 emulation.
- Ability to install PC hardware, software, and assign network and/or directly attached printers.
- Sufficient diagnostic knowledge is required to identify the most likely cause of failure and escalate calls as necessary.
- Provide desktop support services for routine to moderately complex issues.
- Provide assistance in support of network connectivity and printing issues.
- Awareness to know when to ask for help in a difficult situation and when further effort will yield reduced results.
- Ability to produce detailed documentation.
- Demonstrate good time management skills and good researching skills in working with difficult assignments.
- Ability to learn and develop skills for new technology.

PREFERRED SKILLS/TOOLS:

- The DMV is seeking self- motivated, detail orientated, candidates, who have the ability to work with minimal supervision.
- Experience with Microsoft operating systems and Microsoft Office products
- Experience working with Help Desk ticket software
- Customer service experience
- Strong verbal and written communication skills
- Excellent interpersonal abilities
- Demonstrated ability to convey technical instructions/concepts to non-technical users
- General knowledge of network Systems
- Analytical and troubleshooting skills

EXPERIENCE AND TRAINING:

General Experience IT Technician:

Three (3) years of experience in information technology (IT) operations support or another IT related support area. **NOTE:** For state employees this is interpreted at the level of Data Processing Operations Support Specialist 2.

General Experience IT Technician Trainee:

Two years of experience in computer operations support or another computer related support area.

Substitution Allowed:

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 two (2) years.

APPLICATION INSTRUCTIONS:

Send a cover letter and completed application form (CT-HR-12) indicating Information Technology Technician or Information Technician Trainee in the examination Title Block to: **The Department of Motor Vehicles, Human Resources Division, 60 State Street, Room 235, Wethersfield, CT, 06161.** Applications can be downloaded from the Internet at <http://www.das.wstate.ct.us/exam>. Please note: Due to the large number of expected applicants, we cannot confirm receipt of application materials. Incomplete or late application packages will not be considered.

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.