

STATE OF CONNECTICUT DEPARTMENT OF REHABILITATION SERVICES

INFORMATION TECHNOLOGY ANALYST 1

OPEN TO: The Public and State Employees
Applications will be accepted from candidates who are on the current Information Technology Analyst 1 exam list and from state employees who have attained permanent status in this job class.

POSITION: Information Technology Analyst 1
Bargaining Unit, P4 (35Hrs)

Job Posting No: 108073

SALARY RANGE: EU23 - \$55544.00 to 71114.00

LOCATION: Department of Rehabilitation Services
25 Sigourney Street
Hartford, CT 06106

CLOSING DATE: April 9, 2014 – April 23, 2014

The Department of Rehabilitation Services is presently accepting applications to fill one (1) Information Technology Analyst 1 position located at its Central Office in Hartford CT.

EXAMPLES OF DUTIES:

Service/Help Support: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; performs related duties as required.

Desktop Services: Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; performs related duties as required.

Network Services: Provides first level support for network connectivity, or related network issues for user community; assists with diagnoses and resolution of simple network problems; assists with the configuration of network components; resets and reinitializes devices when appropriate; assist in executing specific disaster recovery plans; provides user support and on the spot training to users; performs related duties as required.

Software Development: Prepares computer programs for solution of business problems from narrative statements, program specifications and other data as source materials; customizes software applications to meet user requirements; assists systems and application developers in analysis, design and development of information systems; prepares test data; performs system tests; debugs/corrects errors; diagnoses problems with operating systems specific to incompatibility with other applications; acts as liaison between other technical staff, users and vendors regarding basic application design and modification including database management systems; maintains and enhances existing programs; installs system upgrades and patches in support of application software; documents system changes and problem resolutions; participates in project planning sessions with team members to analyze requirements; uses programmer productivity tools; performs related duties as required.

Production Control: Performs technical functions in areas of documentation control, production control, systems software and production scheduling; responsible for effective utilization of production control software; prepares production schedule for computer processing; analyzes and resolves production control problems related to area of involvement; performs related duties as required.

**MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE, SKILL AND ABILITY:**

Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (CT-HR-12) along with three (3) supervisory references. State employees please submit a copy of your two (2) most recent service ratings. Due to the large number of applications received, we cannot confirm receipt of applications. **Incomplete, blank or late applications will not be considered. Also, no fax, emailed or hand-delivered copies will be accepted.** Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12) to:

**Sabrina Betts, Human Resources Specialist
Department of Rehabilitation Services
25 Sigourney Street, Human Resources, 6th Floor
Hartford, CT. 06106**

APPLICATIONS MUST BE POSTMARKED on or before April 23, 2014.

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.

The State of Connecticut is an Equal Opportunity/Affirmative Action employer and strongly encourages the applications of women, minorities, and persons with disabilities.