

## STATE OF CONNECTICUT DEPARTMENT OF REHABILITATION SERVICES

### INFORMATION TECHNOLOGY ANALYST 3

- OPEN TO:** The Public and current State Employees  
Applications will be accepted from candidates who are on the current Information Technology Analyst 3 exam list and from state employees who have attained permanent status in this job class.
- POSITION:** Information Technology Analyst 3  
Bargaining Unit, P4
- Job Posting No:** 107796
- SALARY RANGE:** EU30, \$74,183.00 - \$95,302.00
- 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 3 position located at its Central Office in Hartford CT.

#### Examples of Duties:

The selected candidate will be responsible for but not limited to:

- Design, install, configure and administer windows based domain structure, servers and server related rolls, technologies and services like File, Print, WSUS, Clustering, Hyper-V, IIS etc.
- Perform routine server maintenance tasks like check error logs, install updates, patches, monitor all services to optimize network performance, etc. Troubleshoot server hardware and software problems.
- Ensure secure network environment for DORS local and remote users and hosted applications. Manage users, computers and security groups in Active Directory (AD), perform all AD related maintenance jobs in conjunction and guidance provided by Bureau of Enterprise System and Technology (BEST).
- Analyze current state of DORS Central and Satellite locations network infrastructure to provide realistic resolution to improve data communication among offices.
- Install, configure, manage, monitor, and troubleshoot Layer 2 and 3 switches, voice and data technologies. Provide infrastructure support for Central and satellite locations LAN and WAN services.
- Provide complete support for .Net based applications. Take lead in the implementation and maintenance of source control and release procedures. Configure test environment, support user acceptance testing.
- Perform basic DBA job for SQL databases. Manage the database resources to support the agency and client demand. Create, configure, and maintain new databases. Perform Replication, Export, Import and Synchronization on timely manner.
- Design, configure and administer BEST standard and recommended System & Network security and procedures. Recommend new tools and technologies. Lead the team in system maintenance software and applications such as McAfee, 8e6 Filter, inventory control, Helpdesk Ticketing, and software deployment.
- Primary and complete management of backup software and hardware systems to ensure consistent, reliable backup of all servers' data. Design, implement Disaster Recovery plan.
- Design and configure Disk Cloning server, create and implement images, roll out new computers, writing scripts and applying GPOs.

**Working Supervisor Use:** Plans unit workflow and determines priorities; schedules, assigns, oversees, and reviews work; establishes and maintains unit procedures; provides staff training and assistance; conducts or assists in conducting performance evaluations; acts as liaison with operating units, agencies, and outside officials regarding unit policies and procedures; make recommendations on policies or standards; prepare reports and correspondence; performs related duties as required.

**Network Support:** Designs and implements complex communications networks; diagnoses and resolves problems using network management systems and utilities; performs related duties as required.

**IT Security:** Develops, tests and maintains agency disaster recovery plans designed to restore IT system operability; develops process and procedures in support of IT Business Continuity Planning; conducts platform recoverability assessments and Business Impact Analysis (BIA) to determine and assess the impacts associated with disruptions to business functions; conduct risk analysis of IT environments by assessing administrative, technical and physical safeguards; performs IT investigations to include maintaining chain of custody procedures; performs forensics and documents detailed reports of findings; performs related duties as required.

**Preferred Skills and Abilities:**

- Comprehensive knowledge on all facets of windows server based network and data center analyze, design, configure, install, maintain and troubleshoot.
- Considerable knowledge on server and desktop operating systems, troubleshoot data communications problems, diagnostic tools. Knowledge on Linux OS, Citrix farm, Windows server rolls and services, Office products and industry standard desktop applications.
- Considerable knowledge and Experience in administering Active Directory, applying GPOs, and writing scripts.
- Considerable knowledge on installation, configuration, maintain and troubleshoot computer hardware, printers, backup hardware, Video phones, IT equipment.
- Experience in advance network security procedures, policies and practices.
- Considerable knowledge on designing, implementing, troubleshooting in LAN/MAN/WAN data and voice communications. Experience with complex troubleshooting, Cisco IOS, VoIP.
- Considerable knowledge on network security infrastructure. Configure and maintain system firewalls, routers, multilayer switches, access points, Vlan and VPN connectivity.
- Considerable knowledge on Telecommunications.
- Considerable knowledge on supporting .Net based Application. Improving, troubleshooting data communication on client server environment.
- Hands-on skills working with SQL Server 2008/2012 utilizing stored procedures and T-SQL.
- Experience to multi-task communication and problem solving skills; experience in working as part of a team and sharing knowledge.
- Aptitudes and motivation to learn new technologies faster. Organizational, verbal and writing communication skills will be preferred to become successful in this position.

**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 should submit a copy of their 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, 6<sup>th</sup> 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](http://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.**