

DEPARTMENT OF HOUSING
JOB OPPORTUNITY
DURATIONAL IT ANALYST 1
0000000

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

Open To: CANDIDATES ON A CURRENT EXAMINATION LIST

Location: 505 Hudson Street, Hartford

Job Posting No: 00000

Hours: 35 hours per week

Salary: \$53,926-\$69,046 (EU 23)

Closing Date: July 1, 2013

Eligibility Requirement: Candidates must have applied for and passed the IT Analyst 1 examination 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. **THIS IS A TWO YEAR DURATIONAL POSITION.** Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

Knowledge, Skills and Abilities: 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.

Examples of Duties: Responds to calls, emails and request 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; acts as liaison between technical staff, users and vendors regarding federal DRGR system requirements, as well as other state and acquired software products; monitors personal computer (PC) performance; diagnoses and resolves PC and simple software problems by using a variety of diagnostic tools; identify hardware and/or software problems and initiates repair; installs new software releases (federal or purchased) of moderate complexity; coordinates installations of and installs, modifies and maintains network components and PC hardware and/or software; assists with the implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; provides support services for network connectivity, or related network issues for DRGR users; resets and reinitializes devices when appropriate; assists in executing specific disaster recovery plans and federal DRGR system; provides user support and on the spot training to users; prepare computer programs for solution of business problems from narrative statements, program specifications and other data as source materials; customize software applications to meet federal user requirements; prepares test data and performs system tests; debugs/correct errors; diagnoses problems with operating systems specific to incompatibility with federal and 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 federal and related programs; installs systems upgrades and patches in support application software, documents system changes and problem resolutions; participates in project planning sessions with team members to analyze requirements; performs technical functions in areas of documentation control, production control, systems software and production scheduling; performs related duties as required.

General Experience: Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

Special Experience:

Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.

3. Basic technical work in data communications, microcomputer support, production control or programming.

NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.

Substitutions 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 equalling 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 the General and Special Experience.
3. For State Employees one (1) year as a Information Technology Analyst Trainee may be substituted for the General and Special Experience.
4. For State Employees two (2) years as a Information Technology Technician may be substituted for the General and Special Experience.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit **(please do not email or fax your application package)** a cover letter, a resume, and a Form CT-HR-12 (application for employment) found on the DAS website **no later than close of business July 1, 2013** to:

**DEPARTMENT OF HOUSING
Human Resources Office
505 Hudson Street
Hartford, CT 06106**

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.