

Connecticut General Assembly
JOB OPPORTUNITY
Assistant Network Administrator/PCLAN Support Specialist

Open To: The Public

Location: Hartford- Full time In Person

Salary: \$66,900 plus state pension and health benefits

Closing Date: January 27, 2023 5pm

Exciting Opportunity to work with a diverse team of ITS professionals in the Historic State Capitol supporting the Connecticut General Assembly.

General Knowledge:

The Office of Information Management Services is seeking to fill a position as an Assistant Network Administrator/PCLAN Support Specialist. . The selected individual will be responsible for performing services related to the design, development and maintenance of local wireless, and remote connectivity network system environments. Provide PCLAN support by working with the ITS Help Desk resolving end-user's issues.

Qualifications:

Qualifications for the position include High School Diploma or equivalent. Comp TIA A+ and Network+ Certification plus 3 + years of experience in information technology (IT) operations and networking systems.

An equivalent combination of education and experience such as a bachelor's degree in Computer Science, IT Certifications or related field and 3+ years of relevant work experience.

Knowledge, Skills and Abilities:

- Considerable knowledge of capabilities of computer technology and operating systems
- Knowledge in network administration and troubleshooting for local, wireless, and remote connectivity networks
- Basic knowledge in providing network management and design for local, metropolitan, wireless, and remote connectivity networks
- Knowledge of routing and switch operating system, languages, and protocols
- Knowledge in performing network, system and application performance troubleshooting and protocol analysis

- Considerable knowledge with network monitoring and troubleshooting tools
- Understanding of IP subnetting, VLans, WLans, VOIP, networking protocols
- Manage Switches and routers
- Terminate and test fiber optic cable
- Terminate and test copper cable
- Replace batteries in UPS devices
- Possesses considerable logical and analytical skills, demonstrating talent for identifying, scrutinizing, improving, and streamlining moderately complex work processes
- Flexible team player who has the ability to effectively prioritize and juggle multiple concurrent assignments
- Innovative problem solver who can troubleshoot moderately complex network-related issues and generate workable solutions
- Basic knowledge of capabilities of computer technology and operating systems
- Experience with Microsoft Office Suites, Outlook Exchange Mail Clients and OWA, and Windows operating systems
- Basic knowledge of Help Desk software and tools
- Knowledge of the operation and use of workstations, network printers and their peripheral equipment
- Exhibits a steady demeanor during stressful and complex situations
- Exceptional customer service orientation
- Ability to utilize network management tools
- Ability to perform network audits and vulnerability assessments
- Ability to perform moderately complex administration of network and other related systems
- Willing to learn Extreme switch EOS, XOS, VOS
- Willing to learn Extreme XMC, XIQ, analytics, access control, network security

Application Instructions:

Please send a cover letter and resume to: ITS Director, Office of Information Technology Services, Connecticut General Assembly, 210 Capitol Avenue, Room 014, Hartford, CT 06106, or to email address ITSApplicant@cga.ct.gov putting Assistant Network Administrator/PCLAN Support Specialist in the subject line interested applicants must apply by January 27, 2023, at 5pm.

AN AFFRIMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER