Connecticut General Assembly
JOB OPPORTUNITY
IT Technology and Support Manager

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

Open To: The Public
Location: Hartford
Hours: Full-Time

Closing Date: Friday December 13, 2019 5:00pm

General Knowledge:
The Office of Information Technology Services (ITS) at the Connecticut General Assembly (CGA) is seeking a full time IT Technology and Support Manager with strong technical, interpersonal and communication skills. Working under the supervision of the ITS Office Director, this position will manage and coordinate the organization's highly available technical infrastructure and support services, and be part of the ITS Leadership team to drive direction and strategy for the office.

Skills and Experience:
A Bachelor's degree in Computer Science or related field and 10+ years of technical infrastructure experience both in management/leadership experience and individual contribution in a technical infrastructure role required. Exhibits a fundamental understanding of: client-server systems; network infrastructure; Storage Area Networks (SANs); cybersecurity prevention and protection; databases; and Microsoft Operating Systems and back end applications. Proven ability to build relationships, collaborate with and inspire customer base and cross-functional teams. Demonstrates ability to engage, mentor and motivate staff, fostering innovation, creativity and teamwork. Excellent listening, verbal and written communication, and presentation skills. Demonstrates creativity balanced with practicality to meet business objectives and team needs. Is well organized and demonstrates strong time management and multitasking skills. Demonstrates the ability to adjust and set priorities to meet deadlines while maintaining strong attention to detail. A minimum of 3 years of project management experience utilizing a formalized project management methodology/approach. PMP certification a plus.

Responsibilities:
Responsible for the organization's technical infrastructure and support services. Assisting in the formulation and deployment of IT Office vision, mission, operational and strategic planning. Providing leadership and guidance to coach, motivate, and lead technical infrastructure and support team members to their optimum performance levels and career
development. Planning, designing, and managing the deployment of IT infrastructure and associated support services, including networks, VMWare virtual servers, storage systems, Microsoft Exchange, Data Center, telecommunication, security and systems applications. Oversees and prioritizes associated day-to-day operational activities, tactical projects and strategic initiatives. Develops and implements methodologies, standards, best practices, and sufficient related documentation. Developing, implementing, and maintaining an IT High Availability plan. Facilitating cross-team collaboration across technical disciplines. Communicating and collaborating with customers as needed in regards to requests and efforts, including managing expectations and presenting ideas and solutions.

**Application Instructions:**
Qualified candidates who meet the above requirements should submit a cover letter, resume and salary requirements by 5:00 pm December 13, 2019 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.

**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.