

CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT

OPEN COMPETITIVE EXAM # 2189

OPEN COMPETITIVE EXAMINATION FOR: IT SPECIALIST

SALARY: \$24.77 ~ \$32.96 PER HOUR (NOTE: New hires start at the beginning of the range)

FRINGE BENEFITS: Choose from available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications: May be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & must be on file by 4:50 p.m. on:

September 14, 2018

IMPORTANT:

1. Veterans – Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. Residents – Five (5) Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF DUTIES: (Illustrative only)

Responds to calls for technical support from technology users;

Resolves operational problems with hardware, software, or telecommunications where possible, or seeks assistance from other I.T. staff members;

Insures that systems are functioning as required;

May be required to perform basic data backups and software/hardware upgrades;

Supports Internet access, training and reference systems, and other technologies as assigned;

Assists users as required in use of office automation software and hardware, including computers, printers, scanners, copiers, microfiche or optical storage readers, fax machines, and other related equipment; Performs special projects and other related duties as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of desktop computer hardware, software, office automation, and all associated technologies; Experience in supporting technology users; The ability to adapt to changing technical environments; Must possess good written and oral communication skills; Must be able to install and deploy computer equipment and connect cables and wires; Experience with Windows and Microsoft Office Suite environment required. Ability to establish and maintain effective working relationships with employees and the public as necessitated by the work.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE OR WILL HAVE IT WITHIN 6 MONTHS:

Associate Degree in an Information Technology related major and two years' experience installing, maintaining, and supporting technology equipment as described above; **or**

Associate Degree in any major and a minimum of six months of computer technician training and/or computer technician certifications and two years' experience installing, maintaining, and supporting technology equipment as described above; **or**

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IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE OR WILL HAVE IT WITHIN 6 MONTHS:

Bachelor Degree in an I.T. related major and minimum six months practical work experience in a position which included I.T. technical activities such as website content management or design, database retrieval report writing, or hardware/software technical liaison activities or installing, maintaining and supporting technology equipment as described above; **or**

Six years' military experience in a computer technology related job field installing, maintaining, and supporting technology equipment as described above may be substituted for the above degree requirements.

All qualifying experience must have occurred in a networked Windows environment.

**COPIES OF A DEGREE OR TRANSCRIPTS,
MUST BE SUBMITTED AT TIME OF APPLICATION**

This position is covered under the written agreement between the City of Waterbury and the White Collar Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

APPEAL PROCESS: An applicant may appeal notice of not meeting the minimum qualifications (Civil Service Rules and Regulations, Section 3741, Subsection B, Article 9) to the *Civil Service Commission* within seven (7) days of the date on such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER

8/30/2018 cst

E.O.E. M/F/D/V