

Information Technology Unit

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The Management Information Systems Unit is comprised of 5 teams. They are the Technical Support, Network, Web Application Development, Data Base/Admin/Mainframe Support, and Research.

The Technical Support team is responsible for handling the unit's help desk as well as providing customer support with various forms of technology including PC's, laptops, printers, scanners, etc. The unit is responsible for processing the tape back-ups of the agencies electronic data. The unit also provides customer support for a wide variety of other issues including password problems, software problems, email restores, etc.

The Network team is responsible for supporting the entire DOC technology infrastructure. This includes installation and support of the department's data center as well as the wiring and support of all DOC facilities and buildings. This unit is also responsible for providing support and guidance on technical security, internet access/monitoring, product evaluation, etc.

The Web Application team is responsible for developing and maintaining many internally developed web based applications that support the day to day functions of the department.

The database/admin/mainframe team is responsible for providing support for the agencies databases. This team is also responsible for providing user administrative support to network/application accounts. The team is also

responsible for providing support for the department's mainframe applications including the most critical application, Offender Based Information System.

The final team is the Research Team. This group provides customers both internally and externally with reports and data upon request from various DOC applications. These reports include standard production reports, daily, monthly, quarterly and annually. They also include ad hoc reports that customers request on a wide variety of topics. The team also provides data sets on a variety of topics as well as completes surveys involving DOC data from our applications

Preferred Majors:

MIS/IT

Availability (minimum hours/days per week):

Hours – between 8 AM and 4:30 PM
Monday-Thursday – schedule can be flexible

Knowledge:

Windows 7 or above; Microsoft Office; some general Network Operating System experience.

Skills:

Good organizational skills.

Abilities:

Experience with PowerPoint and Word; Web design experience a plus.