



JOB DESCRIPTION

Job Title:	Network Systems Analyst	Pay Grade:	PA
Department:	506 – Data Center	Reports to:	IT Manager
Status	Exempt/Salary	Revision Date:	October 15, 2024

SUMMARY: This position is responsible for installing, administering, configuring, and troubleshooting of computers, computer networks and printers.

DUTIES AND RESPONSIBILITIES:

- Responsible for the installation, operation and maintenance of computers, computer networking equipment for the company. Handle daily incident/service requests from end users, following incident/change process to provide standard support service to customers.
- Serve as Security Administrator for Microsoft, Windows, VM Ware Server and Microsoft Office 365 e-mail and office productivity applications: both for on-premises and cloud-based systems.
- Recommend, acquire and implement software upgrades, patches, and new installations.
- Ensure system performance is acceptable for each end user based on the applications required for their job function
- Responsible for working with external managed service partner to perform daily backups and Disaster Recovery rehearsal in regard to all identified application/services.
- Provide level 1 network and windows server technical support to end users
- Provide daily support to Windows PC through central management portal based on ConnectWise.
- Monitor and provide daily support to company telephone equipment based on AVAYA technology, coordinate with PBX vendor for trouble shooting, configuration adjustment and required changes
- Schedule and maintain a phone system backup and recovery system.
- Respond to the needs of the users concerning functionality of computer and phone equipment.
- Ensure company standards and securities are in place.
- Maintain a comprehensive and accurate inventory of company owned PCs, peripherals and telephone equipment.
- Plan, develop, implement activities in all phases of projects until the network is functioning adequately.
- Review research regarding specific technical hardware and software related questions and make recommendations to management, programming, operations, maintenance and systems software and control elements of the network and coordinate with the systems programming, operations and maintenance of connecting computing facilities on hardware and software interface matters.
- Act as backup support for Computer Network & Security Specialist position
- Perform other duties as required or requested.
- Managed daily account provisioning and support for Active Directory, Microsoft Office 365, and SAP.
- Procure PC hardware and software for new employees and provisioned PCs as needed.
- Acted as the primary IT contact, assisting the IT team with placing purchase orders in the system and tracking their status. Assisting IT management to run the required support from IT ticket system based on Spiceworks.

SUPERVISORY RESPONSIBILITIES:

- None

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EDUCATION AND EXPERIENCE:

- Bachelor's degree in Computer Science or equivalent of at least 5 years of experience in computer networking and computer systems administration
- A+ MSCE, CCNA Certification or equivalent of least 5 years of experience in computer networking and computer systems administration

QUALIFICATIONS:

- Strong overall computer related skills and Microsoft's full software family for both on-premise and cloud-based systems
- Experience with Microsoft Office 365 Administration, Microsoft Server / Active Directory management, SQL, and VMware vSphere administration, AWS/Azure cloud environment management.
- Knowledge of principles, operations and capabilities of high-speed communications network hardware (including MPLS, SDWAN, Wireless Network, Firewall, software and protocols; maintenance, monitoring and control of communication system controls.
- Knowledge of computer operating systems, methods and procedures.
- Knowledge of the principles and practices of systems software programming and scripting language to support automation (e.g. Python, PowerShell).
- Knowledge of SAP GUI installation and operation, understand SAP role base model and Segregation of Duty (SOD).
- Good commutation and team collaboration skills.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Work environment consists of mostly office area but will occasionally work in manufacturing setting, to support and install equipment, setting may have exposure to noise, varying temperatures, smells, and chemicals.
- Work near moving mechanical parts up to 1/3 of the time.
- Moves throughout the organization and is exposed to varying noise levels from quiet to very loud 1/3 of the time.

Annual testing Required			
	Hearing Test		
	Respirator Fit Testing		
	Vision Test		
Vision Requirements			
	Close Vision (clear vision at 20 inches or less)		Ability to adjust focus
	Distance Vision (clear vision at 20 feet or more)		Other: (specify)
	Color Vision (ability to identify & distinguish colors)	X	No special requirements
Type of Personal Protective Equipment Required			
X	Safety Glasses (as needed)		Protective Clothing
X	Hearing Protection (as needed)		Safety Shoes
	Respirators		Other (please specify)
Physical Demands		Amount of Time Spent	

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	None	Up to 1/3	1/3 to 2/3	2/3 to all
Standing		X		
Walking		X		
Sitting			X	
Use hands to handle or touch				X
Use fingers to pinch or grasp		X		
Reach above shoulders		X		
Climb or balance	X			
Stoop, kneel, crouch or crawl		X		
Talk or hear			X	
Smell or Taste	X			
Use foot/feet to operate machine	X			
Weight of material to lift	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
More than 75 pounds	X			

Weight of material to push or pull	Time Spent			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds		X		
More than 75 pounds	X			
	None	Up to 1/3	1/3 to 2/3	2/3 to all
Repetitive Motion			X	

Tools or Equipment Used	Time Spent			
(e.g. forklift or computer, etc.)	None	Up to 1/3	1/3 to 2/3	2/3 to all
Computer				X

Travel Required	% of Time
Domestic	0 Up to 5%
International	0%

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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