

Pixstar Corporate Position Description



Position Title:

Network Support Analyst I

Position summary:

Primary responsibilities include providing level I technical support for corporate staff and clients. Configure, deploy and perform maintenance on personal computers, laptop computers, software, and the network. Respond to system user requests for assistance received through multiple communication channels (i.e. email, phones, etc.). Provide support for on-the-spot diagnostic evaluations, implementation of corrections, and training users in proper operation of systems and programs. Install and provide support for approved PC software; perform upgrades to all computer platforms, train office staff on computers and software, maintain logs and inventory of equipment repairs. Troubleshoot, upgrade, existing operational environment consisting of workstations running Windows XP, and associated file and print servers running Windows Server 2003. Complete new user requests including email, network account and all supported applications. Document and escalate issues to appropriate IT staff to ensure prompt resolution to customer inquiries within defined Service Level Agreements (SLA's). Promote best practices by sharing lessons-learned and improvement suggestions with management, technology related focus groups, and peer groups. Must be able to focus on several tasks simultaneously and still be able to take on last minute additions as necessary. Must demonstrate project prioritization skills and interact daily with end users at all levels. Additionally, the individual in this position must demonstrate composure when under pressure and present a professional image at all times.

Position Tasks:

- Supports the monitoring and maintenance of IT systems, including laptops, desktops, network printers and peripherals, databases, software, operating systems, voice/data systems and associated hardware.
- Troubleshoot VPN connectivity issues for remote users.
- Serves as primary point of contact for Business Intelligence end users in all general level I support inquiries.
- Review daily back up logs and scheduled jobs (i.e. server backups, automated batch jobs, etc.) to ensure successful completion. Report failures for further investigation.
- Ensure updates (i.e. patches, hot fixes, software and hardware updates) are completed within scheduled time lines.
- Practice asset management for IT hardware, software and equipment.
- Manage the replacement of damaged/broken equipment and facilitate the repair of systems under factory warranty or service agreement.
- Maintain local network/connection floor plans. Maintain a local library of support policies, procedures, and guidelines.
- Provide workstation setup, moves, adds and changes.

Required Skills Sets:

- Minimum of two (2) years experience supporting a network LAN/WAN environment.
- Strong technical knowledge of Microsoft Windows XP operating system and MS Office applications (i.e. Excel, Word, Outlook, Etc.).

- Strong technical knowledge of current network hardware, protocols, and standards.
- Proven experience in IT infrastructure planning development and operations.
- Knowledge of applicable data privacy practices and laws.
- Understanding of project management principles.
- Ability to conduct and direct research into IT issues and products.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working in a team-oriented and collaborative environment.
- Exceptional customer service orientation.
- Experience with Security/802.1x.
- Experience with supporting Windows Active Directory including new user account setup and group policy objects.
- Knowledge of the following technologies and protocols: VPN/SSL VPN, General Network Design, General Network Security, TCP/IP, OSI model, network topology and design considerations including LAN/WAN technologies.

Experience And Education:

Bachelor's Degree or equivalent work experience required. Microsoft certification (MCP, MCSA) is a plus

Additional Attributes:

- Possess extensive experience in use of a personal computer running in a Microsoft Windows operating environment and all Microsoft Office Professional applications (Microsoft Word, Excel, PowerPoint, etc.).
- Demonstrate oral comprehension & expression by listening to and understanding information and ideas presented through spoken word and communicate information and ideas in speaking so others will understand.
- Show written comprehension & expression by reading and understanding information and ideas presented through written documents and communicate information and ideas in written form so others will understand.
- Present strong organization skills by utilizing organizational tools, time and methodologies to perform multiple simultaneous tasks at any given time in order to meet or exceed specific objectives and project milestones.
- Display professionalism by maintaining professional composure and effectiveness in a rapidly changing environment with high customer expectations.
- Possess excellent problem solving skills and the ability to actively participate in a team environment.