



Job Title: Systems Analyst
Department: MCMTS
Reports to: Service Desk Manager
Level: Full Time; Non-Exempt
Location: Downtown Louisville
Last updated: 2.1.21

Summary of Responsibilities:

The Systems Analyst is responsible for remote and onsite support needs for our internal customers. This relates to all technology, including workstations, servers, printers, networks, and vendor specific hardware and software.

Essential Functions:

- IT Support relating to technical issues involving Microsoft's core business applications and operating systems.
- Basic technical support at the network level: WAN and LAN connectivity, routers, firewalls, and security.
- Basic remote access solution implementation and support: VPN, Terminal Services, and Citrix.
- Monitor the remote monitoring and management system alerts and notifications and respond accordingly through service tickets.
- System documentation maintenance and review
- Communication with customers as required: keeping them informed of incident progress, notifying them of impending changes, and agreed outages.
- IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Citrix, Microsoft, and VMware.
- Improve customer service, perception, and satisfaction.
- Fast turnaround of customer requests.
- Ability to work in a team and communicate effectively.
- Enter all work as service tickets in ConnectWise and enter time entries as they occur
- Escalate service issues that require escalation or cannot be completed within agreed service levels.
- Communicate to customers: keeping them informed of progress, notifying them of impending changes, agreed outages, etc.
- Maintain specific knowledge of the customer and how IT relates to their business strategy and goals.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.



- Review IT publications and online materials to remain up to date with current and future technologies emerging in the industry.

Education, Experience, and Skills:

- BA/BS, preferably in computer science or a related field or equivalent work experience
- 3 years of IT or related experience.
- Advanced understanding of operating systems, business applications, printing systems, and network systems.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Diagnosis skills of technical issues.
- Ability to multi-task and adapt to changes quickly.
- Technical awareness: ability to match resources to technical issues appropriately.
- Service awareness of all organization's key services for which support is being provided.
- Understanding of support tools, techniques, and how technology is used to provide services.
- Typing skills to ensure quick and accurate entry of service request details.
- Self-motivated with the ability to work in a fast-moving environment.
- Professional IT Certifications, such as: Microsoft MCP or MCSA, Cisco CCNA, Comptia A+, Net+, or Security +, ECC Certified Ethical Hacker

Expectations:

- Respect and earn the respect of fellow team members.
- Take ownership of identified processes and responsibilities.
- Keep open communications with manager, team and leadership.
- Perform work with confidence and pride, follow through to completion.
- Dependable.
- Make informed decisions – discuss with manager when needed.
- Grow and learn from past mistakes.
- Work in a safe, clean and employee friendly atmosphere.
- Work personal/professional development plan.
- Must have flexibility with work schedule.

Working Conditions:

- Minimal hazards.
- General office working conditions.
- Occasional heavy lifting.
- Periodic evening and/or weekend work.



We are committed to providing equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, breast feeding and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws.

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