



<b>Job Title:</b> Network Analyst	<b>Reports To:</b> I.S. Manager
<b>Department:</b> Information Services	<b>Direct Reports:</b>
<b>Revision Date:</b> 11/01/09	<b>Email:</b> <a href="mailto:careers@keeransystems.com">careers@keeransystems.com</a>

#### **Position Overview**

The appointee for this position will complete on-site and remote service calls relating to desktops and server administration and proactively maintain clients' network uptime.

#### **Position Description**

##### Essential Job Functions

- Phone support for clients' network issues.
- On-site and remote service calls for hardware or software installation, configuration, and/or troubleshooting relating to clients' network.
- Monitor and maintain clients' network system status including determining appropriate proactive measures to ensure continuous and secure system operation.
- Document all activities in ConnectWise PSA (CRM).

##### Non-Essential Job Functions

- Provide recommendation for the Client Services team to anticipate clients' future needs and requirements by accordingly researching the most effective system upgrades, modifications, and acquisitions consistent with those needs of clients' network architecture.
- Manage business operations to be efficient, organized, and productive.
- Works to upgrade personal skills and knowledge by conducting research on the Internet, and in technical journals, magazines, books, through personal experimentation, and attending courses and seminars.



## Requirements

### ESSENTIAL

- 3+ years experience with Windows 2008/2003 Server (Active Directory, SNMP/Performance monitoring, IIS, GPO, Terminal Services, etc.)
- 3+ years experience with Windows Vista/XP Professional and MS Office 2003 up
- 5+ years with MS Exchange Server 2007/2003 (mailbox setup, message routing, etc.)
- Strong knowledge of CISCO works (PIX, Catalyst, VPN Concentrators, Routers)
- Extensive experience in system administration, including firewalls, anti-virus, system maintenance, workstation support, Internet connectivity, security protocols, monitoring tools, load balancing, and back-up procedures.
- Excellent problem-solver; candidate can sort through complex issues and conducts comparative analysis of multiple solutions.
- Attention to detail; candidate is meticulous and thoughtful in preparation and planning of service work.
- Must possess reliable vehicle, valid driver's license and appropriate business-class insurance.
- MSCE and/or MCSA certification (in progress or completed).
- CCNA certification.
- An acceptance of, and commitment to work according to, the organization's policy.

### DESIRABLE

- Strong leadership and communication skills.
- Ability to work well in team environment.
- Strategic business skills.
- Fast paced analytical thinking.
- Organized, efficient time management skills.
- Excellent multi-tasking skills; candidate prioritizes and performs a variety of concurrent tasks with minimal direction.
- A+ certification.
- Citrix experience or certifications.
- Sales experience.

### Personal Attributes

- An ability to work cooperatively and effectively in a team environment
- A high degree of integrity and strong ethics
- The ability to work under pressure and to prioritize work effectively
- Fanatical attention to detail; meticulous
- Self-motivated, energetic and reliable with a positive disposition

### Standards of Performance

- Participates in on-going activities in building revenues and reputation of Keeran Systems. A strong commitment to the customer, vendor, and other members of the team. A professional dependable attitude that is oriented towards making and keeping customers and a cooperative and positive spirit in working with other team members.
- A high level of customer satisfaction which exceeds standard levels of performance.
- Communication skills utilized in interoffice relay of timelines to ensure that deadlines are met.
- Maintains a strong level of technical knowledge related to all areas of hardware which Keeran Systems deals in.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.