

# SYSTEMS ANALYST

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## JOB DESCRIPTION

### **ABOUT THE POSITION:**

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand. A2U became a part of the IntraSystems family in December, 2021.

This position provides escalation support for Support Analyst, Support Engineers, and Support Specialists on various technical issues and problems relating to A2U hosted desktops and applications. This position is responsible for responding to, documenting, and resolving support incident and problem tickets in a timely manner according to defined SLA and OLA. The Systems Analyst will perform root cause analysis escalation alongside of the Support Specialist, develop checklists for typical problems, and recommend procedures and controls.

### **OBJECTIVES OF THIS ROLE:**

#### **Customer Service**

- Provide exceptional customer services via phone and email as appropriate
- Mitigate difficult customer situations through conflict resolution strategies
- Resolve IT Operations issues, including troubleshooting hardware and software issues
- Perform user administration duties
- Writes clear and concise reports
- Regularly uses active listening skills

#### **Credibility**

- Demonstrates honesty in behavior and actions
- Works to earn trust by delivering on his/her assignments as directed
- Rejects unethical shortcuts

#### **Analytical Thinking**

- Ability to think with perspective and creativity
- Ability to apply standard troubleshooting theory

### **Organization**

- Manage assigned daily tasks and incidents with very little oversight
- Provides input to planning project planning process and reports progress of activities
- Communicate project status and progress to IT Operations Manager
- Adapts his/her actions, contributing to support the team objectives
- Avoids mistakes by learning from others

### **Teamwork**

- Act as a mentor to Support Analysts, Engineers, and IT Specialists
- Works with Technical Team Lead to ensure successful implementation of Projects
- Takes a mature approach to differences of opinion
- Learns from errors or failure and moves on

### **REQUIRED SKILLS & QUALIFICATIONS:**

- Associate Degree or equivalent
- Act as escalation point for Support Analysts providing support and mentoring
- Able to learn technical concepts quickly and apply them effectively
- Able to troubleshoot and research issues, using internal and external resources such as technical forums and knowledge bases available through the Internet
- Self-motivated individual, able to work independently or on a team
- Able to grasp the "team player" concept, even when working individually
- Able to multi-task and work productively in a dynamic, fast-paced, sometimes stressful environment
- Able to adapt to changing business requirements and react quickly
- Maintain customer service as the first and foremost priority
- Must have superior written and verbal communication skills
- Must be able to work onsite daily in our Wexford location
- Five+ years of remote and on-site technical support experience
- Five+ years of Windows Server support experience
- Four+ years of Citrix Virtual Apps and Desktop support experience
- Two+ years of incident and team escalation support

### **BENEFITS:**

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

**WORKING CONDITIONS:**

- This position will be office-based, with most communication via phone and email. This position relies on the use of a computer as the primary tool to complete work. Daily hours would be Monday – Friday, 8:00 AM – 4:30 PM. Must be willing to work an on-call rotation for off-hours escalation.

**PAY PERIOD:**

- Bi-weekly, paid on Fridays

**REPORTING:**

- The Systems Analyst position reports directly to the Chief Technology Officer.