IS Support Analyst II

DEPARTMENT:	Information Systems	**REPORTS TO**:	IS Support Analyst 4
DIVISION:	Cortland	**FLSA STATUS**:	Exempt
JOB CODE:	2335	**EFFECTIVE DATE**:	09/11/2023

JOB SUMMARY

Performs installations, troubleshooting, building of endpoints, and repairing of endpoints and other IS equipment. Resolves user problems and corrects operation of endpoints and other IS equipment as required. Assists other IS team members by working on projects and taking on more complex troubleshooting.

QUALIFICATIONS

Education/Experience
Bachelor's Degree in Computer Science or relevant field, plus four (4) years of IS Support or related experience; or equivalent combination of education and related IS support experience.

Microsoft Certifications would be an advantage.

Knowledge/Skills/Abilities
Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations. Flexibility to adjust plans and schedules to accommodate team member requests.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to consult with stakeholders, explain technical details and provide exceptional customer service to users.

Computer/Applications Skills.   Proficient computer skills using a variety of software applications and systems. Working knowledge of Microsoft Office Products and Windows 10 Operating System. Ability to effectively troubleshoot issues starting with clear data collection through to fully explaining solutions to users. Demonstrated ability to support the following: Windows Operating System, MS Office products, basic networking/Wi-Fi, and PC hardware support.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Ability to work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking and analytical skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Analytical Skills. Ability to use information/data and various metrics to develop an informed and factual business case. Ability to define problems, collect objective data, establish facts and draw valid conclusions.

Professional Investment. Demonstrated commitment to own personal professional development and learning.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1) Perform IS Support Analyst Tier 2 reponsibilities to include:
   a) Liaising with and providing support via the helpdesk system to end users and staff on endpoint usage.
   b) Following all company standards
      i) Installing, configuring, testing, maintaining, monitoring, and performing limited troubleshooting on end user endpoints and other IS equipment under direction and following all company standards.
      ii) Installing, configuring, testing, maintaining, monitoring, and performing limited troubleshooting associated with end user approved software under direction and following all company standards.
   c) Performing on-site information gathering required for diagnosis of IS problems for end users and resolving basic issues without direction, passing on to higher tiers when unable to resolve issue.
   d) Receiving and responding to incoming calls, pages, and/or e-mails regarding endpoint and/or hardware problems.
   e) Monitoring and testing endpoint performance and provide endpoint performance statistics and reports as required.
   f) When necessary, liaising with third-party support and PC equipment vendors.
   g) Working with end users to identify and deliver required service levels.
   h) Preparing documentation as required.

2) Help document, and maintain policies, procedures and associated training plans for system administration and appropriate use.

3) Maintain a clean desk/work area, and assist in keeping in the Server Room organized, clean and free of hazards.

4) Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.

5) Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.

6) Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.

7) Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.

8) Participate in company/department meetings, training activities and other associated activities.

9) Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.

10) Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

While performing the duties of this job, the team members is regularly required to talk, hear, and see. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 50 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

Generally, work in an office environment with exposure to a manufacturing environment where team member may be exposed to loud noise, moving mechanical parts, and fumes or airborne particles where PPE is required.

Team member's Signature	Date

Manager's Signature	Date