



*A learning community dedicated to academic excellence, spiritual growth, and service*

### **Position Description: Systems and Network Analyst**

**Title:** Systems and Network Analyst  
**Department:** Information Technology (5740)  
**Supervisor:** Director of Information Technology  
**Category:** Staff  
**Status/Type:** Full-time (12 month)/Administrative-Exempt

#### **Position Summary:**

The Systems and Network Analyst serves as the primary technical support analyst for the University; maintains I.T. hardware, software, infrastructure and resources to support the mission of the University; supervises assigned work-study student employees.

#### **Required Qualifications:**

1. Bachelor's Degree or equivalent work experience
2. 3-5 years experience in hardware and software analysis, troubleshooting and support in heterogeneous computing environments
3. Strong interpersonal, verbal and written communication skills
4. Demonstrated problem solving skills in a dynamic environment
5. Strong organizational skills, flexibility and adaptability
6. Ability to work flexible hours as required
7. Strong work ethic, integrity and positive attitude
8. Knowledge of hardware, software, operating systems and networking protocols (including CLIs, Windows 2000, Windows XP, Windows Server 2000, Windows Server 2003, Active Directory, MacOS, Linux, and TCP/IP)
9. Experience with peripheral devices including printers, print servers, modems, scanners, mass storage devices
10. Knowledge of general wiring specifications
11. Experience with general productivity and utility software including Microsoft Office, web browsers, e-mail clients, anti-virus clients
12. Experience with other electronic equipment including photocopiers, telecommunications equipment, fax machines, calculators and other business equipment

#### **Desired Qualifications:**

1. Evidence of further professional development including technical training and/or pursuit of a terminal degree
2. 3-5 years experience in a University I.T. support position

3. 3-5 years experience with network security
4. 3-5 years experience with local area networking
5. 3-5 years experience with wide area networking
6. 3-5 years experience with web site maintenance
7. 3-5 years experience with telecommunications systems

**Essential Responsibilities:**

1. answer, log and close support requests/work orders; escalate calls when necessary
2. analyze and repair microcomputer hardware, peripherals, network hardware and infrastructure, power backup/conditioning/protection and telephone equipment
3. install new hardware and hardware upgrades; perform firmware upgrades
4. assist with installation and maintenance of hardware for local area (LAN) and wide area (WAN) networks
5. analyze and rectify local host, LAN, WAN and computer lab software issues
6. install and maintain operating systems, application software and upgrades for local hosts, LAN, WAN and computer labs
7. troubleshoot Internet activities (hardware and software, internet service provider or web site maintenance) as necessary
8. assist/troubleshoot with college administrative system software as necessary
9. assist with/troubleshoot enterprise software (Active Directory, e-mail, data backup, anti-virus, anti-spyware, network, accounts) as necessary
10. assist with other technical resources as needed: photocopiers, fax machines, printers, shredders, audio/visual equipment
11. obtain Return Merchandise Authorization numbers, pack and ship items to be repaired; recommend repair or replacement based on price and life-cycle analysis
12. assist with planning and implementation of technical training for campus clients
13. assist with campus telephone system hardware and software as needed
14. maintain expertise in rapidly evolving technical environment as able through available mediums
15. assist in creation and maintenance of technical documentation, including inventories of hardware and software, network mapping
16. be creative, flexible and innovative in campus-wide problem solving; recommend technical solutions to campus constituents from available options as appropriate
17. maintain effective communications with clients, peers and administration
18. be available for some duties outside of normal hours
19. serve on campus committees as requested
20. Adhere to university policies and procedures
21. Work collegially and professionally with students, employees and external constituents
22. Support institutional identity and mission of Finlandia University “as a learning community dedicated to academic excellence, spiritual growth, and service”
23. Perform other duties as required