

JD For IT Support Analyst

Job Title: IT Support Analyst

Company: [Company Name]

Location: [City, State]

Job Description:

We are seeking an experienced IT Support Analyst to join our team. The successful candidate will be responsible for providing technical support to the organization's employees and customers, troubleshooting and resolving IT issues, and maintaining IT systems and networks. This is a full-time position that offers a competitive salary and benefits package.

Key Responsibilities:

- Provide technical support to employees and customers, troubleshoot and resolve IT issues
- Maintain and configure IT systems and networks
- Monitor and analyze IT performance and capacity and identify areas for improvement
- Collaborate with other teams to identify and implement IT solutions
- Identify and respond to IT incidents and implement appropriate countermeasures
- Provide training and education to employees on IT best practices
- Stay up-to-date with the latest IT trends and technologies
- Ensure compliance with legal and regulatory requirements

Technical Competency Requirements:

- Strong understanding of IT principles and practices
- Experience in IT support and maintenance
- Strong understanding of network protocols and technologies
- Experience with server and storage technologies
- Familiarity with industry standards and best practices
- Strong analytical and problem-solving skills

Behavioral Competency Requirements:

- Strong attention to detail and ability to meet deadlines

- Excellent written and verbal communication skills
- Proven ability to work independently and as part of a team
- Strong analytical and problem-solving skills
- Passion for technology and a willingness to learn new skills
- Strong understanding of compliance and regulatory requirements
- Strong customer service skills

Qualifications:

- Bachelor's or Master's degree in Computer Science, Information Technology, or related field
- Minimum of 2 years of experience in IT support
- Strong portfolio of relevant work experience
- Professional IT certifications such as A+, Network+ or MCSA are a plus