



## **Analyst of Technology**

**Location: Ann Arbor MI**

### **Summary/Objective**

The Analyst of Technology will be responsible for providing technical support including incidents and requests for computers, applications, and IT infrastructure to all company users. The goal is to ensure the agreed-upon levels of service to our users.

### **Essential Functions**

- Provide end user support to diagnose and resolve problems with computer hardware, network/internet connectivity, and operation of printers / copiers / phones / other office equipment.
- Support end users both in office and remote by taking a series of actions either face-to-face, over the phone, or via email to help set up systems or resolve issues
- Execute procedures for on-boarding new personnel and off-boarding exiting personnel, including configuring / deploying computers, provisioning phones / voicemail, setting up email accounts, and establishing user access to applications and resources.
- Deliver end user tutorials and training on essential applications and IT procedures, including those related to security and compliance.
- Execute approved end user requests for changes to applications, computer hardware, network resources, or other corporate IT resources.
- Provide complete Service Desk request lifecycle support including ticket entry, problem diagnosis, issue resolution, user follow-up, incident write-up, ticket close-out, and incident tracking / reporting.
- Assist as needed with enterprise-wide and departmental rollout of new or updated computer hardware and software; provide support for special IT-related projects.
- Assist as needed for IT infrastructure support including systems, storage, network, telecom, and datacenter operation.
- Assist as needed for corporate software applications support.

### **Competencies**

- Proven experience working in high demand work environments
- Must communicate effectively both verbally and in writing with a variety of audience types using different mechanisms including informal updates, formal presentations, business case documents, and other analytical and technical documents to technical or non-technical users



- Must be able to apply creative and critical thinking
- Demonstrated aptitude and experience with both computer hardware and application software troubleshooting and problem resolution
- Strong ability to interact with end users in a patient, helpful, pleasant, and otherwise professional manner while providing them with support
- Ability to perform duties in a punctual, efficient, and time-sensitive manner with excellent attention to detail and follow-through
- Strong knowledge in using and supporting Windows, Microsoft Office (Word, Excel, PowerPoint, Access), Microsoft Outlook, Adobe Acrobat along with other client/server and web-based applications.
- Knowledge of Microsoft SharePoint document libraries and permissions.
- Ability to travel, occasionally overnight

## **Education and Experience**

- Bachelor's degree in computer science, related field OR equivalent experience
- A minimum of 3 years relevant experience working in IT

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**Applicants must be legally authorized to work in the United States**