



## IT ANALYST/NETWORK SUPPORT

Looking for a new opportunity? Interested in joining a team with the goal of encouraging economic growth, increasing job opportunities in Alaska, and providing energy solutions to meet the unique needs and opportunities of Alaska's communities? Then check out the details for our **IT Analyst/Network Support** position with the Alaska Industrial Development and Export Authority (AIDEA) and the Alaska Energy Authority (AEA).

Our IT Analyst/Network Support is responsible for supporting the IT needs of AIDEA and AEA by providing basic (Tier 1) helpdesk support including new user provisioning and setup, device/equipment inventory, office move support, end user training, assistance with documentation requirements, and various department projects.

We're looking for someone who has an Associate's degree in Computer Science, Computer Technology, Management Information Systems, Information Technology, or a closely related field is required. In the absence of a degree, two years' experience as a Tier 1 helpdesk support technician or similar role for a small to midsize organization is required.

For more information, or to apply online, visit AIDEA's website at [www.aidea.org](http://www.aidea.org). Send application and/or resume to Human Resources, AIDEA, 813 W. Northern Lights Blvd., Anchorage, AK 99503, by fax to (907) 771-3946.

AIDEA/AEA are EEO/ADA employers. Individuals requiring accommodations should call 1-800-587-0430 or (907) 465-3412 (TTY).

### Essential Functions:

- Provide Tier 1 helpdesk support to answer questions and troubleshoot computer hardware and software problems encountered by end users via phone, email, or in person
- Create new user provisioning, computer configuration/installation, and provide user training as needed
- Maintain hardware refresh list and equipment inventory
- Complete weekly backup tape rotation
- Complete minor change requests for supported software and hardware systems (such as Exchange, SharePoint, DNN, Dell, Konica Minolta, Cisco VOIP, Barracuda, WatchGuard, Adobe, Microsoft Teams, Veritas, and/or custom built web portals)
- Assist with data recovery of damaged data files
- Provide software training to individuals or groups
- Assist in management of annual renewals for supported software
- Other duties as assigned

### **Physical Requirements and Potential Hazards:**

While performing the duties of this job, the employee is frequently required to sit; use hands or fingers; handle or feel; talk and hear. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Critical Knowledge, Skills, and abilities:**

- Superior customer service and support skills. Skills and patience in providing support to staff with basic understanding of computer systems and software.
- Considerable knowledge of Windows based computer systems, commonly used software applications, operating systems, and hardware.
- Considerable knowledge in software products and tools available to maintain and support workstations in a Domain/Active Directory Environment
- Considerable knowledge of TCP/IP Switched Networks, DHCP, DNS, LDAP/Active Directory, and script writing.
- Skilled in troubleshooting techniques for Windows based computer systems and their peripherals and knowledge of how application software is affected by the operating environment.
- Knowledge of PC hardware and techniques used to troubleshoot; install and remove interface cards, processors, and memory chips; and diagnostic software.
- Ability to analyze basic technical problems or situations and apply logical problem-solving skills to develop effective solutions. This includes assessing the impact of proposed changes and selecting the most appropriate solution to a given problem.
- Ability to establish and maintain cooperative relationships with and convey precise, understandable information to executive leaders, staff, contractors, and vendors both verbally and in writing.
- Ability to work in a team environment.
- Ability to reason logically and draw valid conclusions.
- Ability to function effectively in crises situations and under pressure.