

INFRASTRUCTURE ANALYST

The Ideal Candidate

The ideal candidate will have proven success supporting mid-size organizations with a broad background in systems administration, networking, virtualization, and storage. This individual will have strong time management, problem solving, troubleshooting and multi-tasking skills to quickly resolve issues.

Most importantly, we seek an individual that is a team player with outstanding integrity, intelligence, communication skills, presence, self-awareness and learning agility.

Primary Responsibilities

MidAmerica's Infrastructure Analyst will work as a critical partner for our IT team utilizing technical abilities, communication skills and a desire to solve complex business problems in conjunction with IT solutions. The primary duties and responsibilities of the Infrastructure Analyst include but are not limited to the following:

Responsibilities:

- Respond to end user support requests
- Desktop and laptop installation, reconfiguration, imaging, and software distribution
- Serve as the primary point of contact for managed service providers
- Review system and security monitoring consoles and event logging and proactively addressing issues
- Virtual server creation and management
- Management of Firewall
- Research & development of new client technologies and testing of new devices
- Active Directory/Office 365 administration including the provisioning of user accounts, computer accounts and security access
- Performs maintenance and support of network infrastructure devices
- Monitor backups and participate in disaster recovery planning and testing
- Assure compliance to required standards, procedures, guidelines and processes
- Must routinely meet daily, weekly, and monthly deadlines
- Maintain a pleasant, patient, and friendly attitude

Performance Measures

Performance will be measured by a number of quantitative and qualitative criteria. The primary outcomes and measurement of success for the Infrastructure Analyst include but are not limited to the following:

- After completing initial training & onboarding review current service desk software configuration and develop plan to provide more end user self service capabilities
- Update existing IT standards, documentation, and processes
- Evaluate and recommend password management application for managing secured IT credentials
- Lead an initiative to update the MidAmerica Disaster Recovery Program to identify
 - Critical business function identification and prioritization
 - Recovery time objectives identification and determination
 - Performance of critical facilities risk assessment

The incumbent will support the company's vision, mission, and values and help drive a PeopleFirst culture; doing what's best for the business, its employees, and its investors, protecting the company's reputation and being open, honest, and fair in all dealings and scenarios.

Skills and Qualifications

Specific Qualifications and career profiles that are essential to the position are as follows:

1. Bachelor's degree in IT or a related field – or- equivalent work experience
2. 3+ years of experience supporting Microsoft client operating systems
3. 2+ years of experience working with Microsoft Server Technologies
4. 2+ Years with virtualization technologies such as VMware or Microsoft Hyper-V
5. Hands on Experience with Microsoft Office 365, Exchange, and SQL Server
6. Experience managing Microsoft Group Policies
7. Solid knowledge of backup systems, (Unitrends, VEEAM).
8. Solid knowledge of SAN/NAS storage technology (e.g. VNX, HPE, Nimble, EqualLogic, FreeNAS, QNAP, etc.)
9. Experience with network monitoring and management systems (SolarWinds, Nagios, Spiceworks, etc.)
10. General network (data and voice) knowledge, LAN and WAN network equipment (routers, switches, firewalls, etc.), and environments, analysis, routing/switching, TCP/IP, DNS, DHCP, VPN
11. Voice knowledge: IPT, VoIP technology, and SIP based solutions

Specific competencies and attributes that are important to the position include:

1. Knowledge of IT system development, IT infrastructure and business processes
2. Knowledge of software development tools, technologies and methodologies
3. Good communication and teamwork skills are required, including the ability to work independently
4. Experience with business process modeling, requirements analysis, solution development
5. Proficiency with Microsoft Office
6. Excellent organizational skills, ability to prioritize, multi-task and work in a team environment
7. Strategic thinker constantly looking for opportunities to improve performance, drive growth
8. Detail-oriented with strong problem-solving skills

Location

The position is based at the company's operations center in Lakeland, Florida with support responsibilities for our Tampa office.