Information Technology Analyst

Position Summary

The Information Technology Analyst is responsible for working with Greater Miami Expressway Agency's (GMX) internal staff as well as outside consultants in reviewing, analyzing, modifying, installing, and maintaining hardware, software applications as well as programs related to the administration, connection, and configuration. The Information Technology Analyst also provides 2nd tier technical assistance, and support, and provides advice to customers (end users). The Information Technology Analyst identifies problems and provides technical support for hardware, software, and systems. This individual will respond to telephone calls and emails, analyze problems by using diagnostic tools, and provide solutions to reported issues. The Information Technology Analyst is also responsible for the administration and management of GMX-wide servers and systems including LAN/WANs, Telephony, security, storage, cloud, disaster recovery and backup, email, and virtual systems as well as assisting the Information Systems Engineer in planning, designing, implementing, and maintaining current and new technology solutions. The Information Technology Analyst will provide backup support to the ITS Engineer for all ITS-related tasks. The Information Technology Analyst will be expected to lead various projects using project management techniques.

Essential Duties

- Monitor hardware and software for potential failures; work with GMX staff and outside consultants to make the GMX computer systems interoperable to provide communication in order to share information; provide second-tier support to resolve issues related to connectivity and printing problems; Ensure back-ups are performed successfully on a daily basis; maintain, troubleshoot and resolve issues related to all GMX operating system and business applications, etc
- Install, maintain, and configure backup and disaster recovery system, cloud infrastructure including storage and systems, and configure virtual infrastructure
- Recommends, evaluates, implements, and supports the appropriate information technology solutions in accordance to industry standards and best practices.
- Participates in training to ensure the best use of current technologies.
- Contribute and adhere to GMX disaster recovery plans, backup strategies, business continuity, and risk management
- Assists GMX staff and outside consultants as second-tier support with client/server interactions and their impacts on the network environments; install, maintain, and upgrade hardware and software as required
- Provides second-tier user support for all applications, workstations, and deployments
- Supports, analyzes, monitors, tests, and troubleshoots hardware and software problems pertaining to the network infrastructure and recommends improvements
- Monitors operations, updates procedures to improve efficiency and effectiveness; and provides recommendations related to configuration management

- Supports and maintains user account information for systems including access rights, security, and groups
- Provide weekly status reports
- Creates and maintains documentation related to security, software, processes, etc.
- Designs and provides training to GMX staff on all IT-related hardware and applications
- Provides second-tier ITS support to Field Technicians and traffic management center
- Updates and maintains intranet website including minor coding and upgrades
- Transcode video and audio files for meeting archiving.
- Supports the Information System Project Manager on various projects
- Backup/2nd tier support for Systems Project Manager and IS Manager on Infor/ERP system project including planning, implementation, and maintenance.
- Assists Information System Engineer with network installation and configuration management
- Provide standby support for all GMX meetings including Committee and Board of Directors meetings including video recording, live streaming, and managing A/V contractor staff as well as supporting GMX partner meetings when utilizing GMX conference rooms.
- Assists team in performing annual DRP testing on power systems and system restores.
- Performs security reviews and assessments. Make necessary improvements to protect GMX assets.
- Manages GMX antivirus solution including server and clients, upgrades, migrations, and reporting.
- Provides patch management for GMX workstations and servers including reporting, upgrades, and configurations.
- Manages, deploys, and administers GMX mobile device management platform and associated devices including BYOD
- Manage GMX Wifi system including policy, documentation, user accounting, and security.

Required Knowledge, Skills & Abilities

- System design, architecture, and integration techniques.
- Mobile Device Management Platforms – preferably AirWatch
- Patch Management tools such as WSUS or Ivanti Protect
- Working knowledge of technical knowledge in integration, interface creation, and development, system troubleshooting and integration techniques and Windows operating system and database connectivity, Microsoft Exchange Server or other related email system, Microsoft PKI systems, Microsoft Office applications, Linux/Unix OS, Mac OSX and mobile device operating systems iOS/Android, SAN and NAS storage concepts, NetApp Storage Systems, VmWare virtualization, cloud computing, and cloud system architecture, Enterprise antivirus solutions and information security including policy and procedure implementation, risk management, and security architecture.
- Backup software and methodologies such as Commvault
- Technical terminology related to client/server and network architecture
- Industry standards and best practices in IT-related systems
- LAN/WAN technologies and concepts
- Software development, coding, and testing knowledge – HTML, Java, VB, .Net, WMI, Powershell, etc.
- Audio / Video codecs, encoding and transcoding techniques and tools
- Relational database concepts
- Configuration, installation, and troubleshooting client/server hardware
- Government compliance, systems regulations, and software quality assurance (Desirable)
- Knowledge of project management

- Effective communication skills, both written and verbal, skilled at conducting research, analytical thinking and able to solve problems of a complex nature and understand system requirements
- Troubleshoot hardware and/or software problems
- Handle multiple projects simultaneously
- Work effectively as a part of a team

Required Education & Experience

- Bachelor's degree in Computer Science, Information Technology, Computer Information Systems or a closely related field
- Minimum of 3 years of progressively responsible experience as a system administrator, system analyst, or system Engineer.

An equivalent combination of training and experience that provides the required skills, knowledge, and abilities for this position may be considered.

Special Requirements, Licenses & Certifications
- A+, Network+, Security+, VmWare VCP5-DCV required
- Microsoft, CCNA, AWS/Azure certifications desirable.
- Possession of a valid Florida Driver's License and ability to maintain a safe driving record in order to occasionally operate GMX vehicles for business purposes.

Working Conditions & Required Physical Abilities

This position is located in a quiet to moderately noisy office environment.

Individuals in this type of position must have the use of sensory skills in order to effectively communicate with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers in order to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and to effectively use and operate various items of office-related equipment; such as but not limited to personal computer, calculator, copy and fax machines. May involve extended periods seated at a keyboard or workstation. May occasionally involve lifting, carrying, pushing, and/or pulling of materials and objects weighing up to 50 lbs.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

Salary Range: Full-Time Exempt - $75,000 - $105,000 Annual