

**Job Title:****Infrastructure Support Analyst****Job Description:**

Under the general direction of the Executive Director of IT, the Infrastructure Support Analyst is responsible for organizing and overseeing the life cycle and maintenance of the IT computer infrastructure including servers, storage, systems management components, local personal computers, classroom technology, voice technology, and other electronic equipment in accordance with CHSU standards. The incumbent will proactively research industry developments and maintain competence in IT infrastructure technology and apply this knowledge to perform technology planning. The Infrastructure Support Analyst will design processes to maintain system availability with backups and redundancies built into the system via patches, upgrades, and preventive maintenance and implement security measures on these systems. To ensure that operations and maintenance tasks are completed, the incumbent will develop methods to maintain awareness of vendor systems and services updates, create and maintain complex schedules of upgrades, checks, and patches. The Infrastructure Support Analyst will develop IT Help Desk operations procedures and request management processes. The incumbent will help to maintain the productivity of IT users and improve student, faculty, and staff satisfaction by developing and documenting effective support processes and procedures.

**Reports to:****Executive Director of Information Technology****Classification:****Full-time, Exempt****Essential Duties:**

- Design, install and support IT infrastructure components and personal computer hardware, operating systems, applications software and related peripherals and services.
- Design, install and support and provisioning for end-user voice technology including handsets, peripherals, and voicemail accounts.
- Develop strategic technical directions for CHSU within the area of expertise concerning product mix, upgrade/transition strategies, new product/feature exploitation, and various technology solutions to improve and enhance overall business continuity and disaster recovery capabilities.
- Research new developments and trends in the computer industry to maintain professional expertise to assist in technology planning and influence the technology standards used by the company.
- Apply existing and emerging technologies to business problems to create practical solutions and efficiency opportunities.
- Provide technical training/assistance to computer users and IT staff due to changes in hardware/software components.
- Perform infrastructure planning, upgrades, troubleshooting, repair, and replacement.
- Provide Tier 1 (first level) support to network users for office applications, enterprise applications, voice technology, and file services.

- Develop and deliver support for audio/visual systems and video technology in university facilities including classrooms and conference rooms.
- Provide work direction to IT student resources.
- Prepare written reports and presentation for multiple audiences.
- Provide project management for assigned infrastructure projects in alignment with best practices and CHSU standards.

**This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by CHSU.**

**Qualifications:**

**Education**

- Associate degree or equivalent experience in computer related field; Bachelor's degree in Computer Science, Information Technology, Mathematics, Engineering or Business preferred
- MCSA certification in Windows and Office 365 preferred.

**Skills & Experience**

- Minimum five years of related experience, preferably in an academic environment.
- Demonstrated knowledge of knowledge of operating systems management, virtualization, technology, voice technology, audio/visual systems management, personal computer tools, and applications.
- Ability to identify potential system problems and propose ways to avert those problems.
- Demonstrated skills in research, analysis, planning, design, and problem resolution.
- Ability to learn new technologies and integrate them into existing IT systems and services.
- Demonstrated effective organizational and project management skills.
- Ability to adapt to changing conditions, assignments, and deadlines.
- Ability to facilitate technical discussions with users.
- Effective verbal and written English skills.
- Ability to work effectively alone and in a team environment.
- Ability to multi-task with great attention to detail in a busy environment.
- Availability for after-hours and weekend work when requested.

**Salary:**

CHSU offers competitive wage and benefits packages and is an EEO employer

**Application Instructions**

Interested candidates are to electronically submit a letter of interest, a detailed resume and the names, titles, addresses, and telephone numbers of at least (3) professional references who may be contacted. Please send a completed package electronically to [careers@chsu.edu](mailto:careers@chsu.edu) and type **INFRASTRUCTURE SUPPORT ANALYST** in the subject field of the email.