

CAREER OPPORTUNITIES

Network Analyst

Location: Scottsdale

Position Purpose

The primary focus of the duties of the Network Analyst is to provide leadership, planning, implementation, maintenance and support of the Sagicor Infrastructure. The responsibilities include servers – domain controllers, various application servers, file servers, print servers, MS Exchange (hardware and software), all aspects of E-mail administration including Blackberry, backup solutions, SAN technologies, VMware, Citrix, Anti Virus and MS OS patch application. In addition, it will include the support and maintenance of Test and Development networks as well as DR/BC planning, testing and execution of recovery technologies.

Key Duties and Responsibilities

- Provide system administration to insure the appropriate installation, support and maintenance of operating systems, and other related systems software.
- Support the day to day operations of the Sagicor infrastructure.
- Assist in the development and implementation of the Information Technology strategies and facilitate such initiatives as they relate to the Company's enterprise infrastructure.
- Provide system performance reports to management as needed.
- Provide capacity planning for the effective use of current systems and plan for the future growth of the corporation.
- Participate in planning and provide project management for corporate initiatives and acquisitions.
- Support all aspects of e-mail including Anti virus, Anti Spam, and Blackberry Enterprise Server.
- Lead in managing and enhancing of Dev and Test networks. Responsibilities include analysis, development, and enhancement of those networks.
- Assist in the review of current operations and identify areas or technologies that need to be improved or upgraded.
- Lead in server virtualization process, building models and practices for system virtualization that will build standards and consolidation of equipment.
- Review and update Disaster Recovery and Business Continuity plans and agreements. Involved in annual DR test, presenting results to Senior Management, Risk Assessment and external auditors.
- Assist in reviewing current and outstanding projects with users to ensure they are prioritized properly and that the projects are written with long-term corporate direction in mind.
- Maintain and enforce MIS standards that will ensure the integrity of the system and the most efficient utilization of MIS personnel.
- Prepare detailed user and technical specifications for complex system improvements and major new system developments. Must be familiar with entire system functionality and flow in order to translate a business need into the processing steps that are necessary to obtain the requested results.
- Provide a positive example of professionalism and exceptional work ethics to MIS personnel and throughout the corporation.
- Support computer processing to ensure system availability for the company by being available 24 hours a day. Must be able to return to office at any hour and remain until system problems are resolved, which at times may involve working through the night and being available at the beginning of the next day to explain the problem and the action taken to resolve the problem.
- Maintain cohesive working relationship with all areas of the corporation.
- Delegate work on smaller sub-tasks of large projects to other MIS personnel (if available) to most efficiently utilize available resources.
- Perform other duties as required for MIS to successfully meet its and the company's goals and objectives.

Qualifications

- Bachelor degree or equivalent work experience.
- Experience with Server Virtualization
- Project leader experience a plus.
- Exceptional oral and written communication skills, especially those relating to the expression of technical terms to non-technical personnel.
- Strong interpersonal, organizational and planning skills.
- Training and/or experience in project management, user relations and information gathering techniques.
- Commitment to being service-oriented towards coworkers and users.



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