

**SCHOOL SISTERS OF NOTRE DAME
CENTRAL PACIFIC PROVINCE
Job Title: Senior Systems Analyst**

Date: 9/10/2019

Location: Saint Louis, MO

Department: Information Technology

General Summary:

The Senior Systems Analyst is under supervision of Director of Information Technology and under direction from Information Technology Systems Administrator. Senior Analysts are responsible for maintenance and support of networking and server hardware/software as well as project design, vendor evaluation, implementation and execution of multiple projects. Active participant in help desk; handling escalated phone and email queues to assist end users with complex technical support, troubleshooting and incident resolution.

Essential Duties and Responsibilities

- Performs maintenance, monitoring, troubleshooting and support of servers and LAN/WAN/VOIP networks across several locations.
- Performs as a project lead under direction from Director or Systems Administrator.
- Provides escalated computer and network technical support to end users via email, telephone and in-person.
- Provides application support and enhancements to existing applications.
- Coordinates the efforts of staff to locate, assess, install, test, and maintain computer software systems.
- Provides technical training, guidance, and resource support for end users and departmental staff.
- Provide feedback and assists in development of support procedures, policies and documentation for the use of implemented systems.
- Performs setup and support for audio-video productions and video conferencing needs.
- Work with various teams across multiple locations and states.
- Work independently with a significant attention to detail, prioritize effectively and work with a sense of urgency.
- Continues to develop professional skills in the information systems fields through trade magazines, manuals, seminars, and courses.
- Coordinate and work with vendors on projects, maintenance and service as needed.
- Assists in training analyst staff.
- Assists with purchasing inventory and developing annual budget.
- Periodic travel to other locations for events and projects.
- Performs other duties as assigned.

Qualifications, Education and Experience

- Bachelor's degree in Computer Science or related field and minimum 3-5 years of employment in technology; Or 5+ years of experience as systems analyst or equivalent.
- Excellent written and verbal communications skills.
- Good project management, problem resolution and analytical skills.
- Operational and troubleshooting knowledge of various technologies: Windows server/Active Directory, Office 365, wired and wireless networking, VPN, VOIP and security management cycle.
- Experience with configuration of equipment from one or more of the following vendors: Cisco/Meraki/WatchGuard/Mitel-Shoretel/VMware/NetApp.
- Working understanding of SQL, HTML, CSS, JavaScript, JQuery and PowerShell or Tcl.
- Good understanding of a variety of audio-visual systems and equipment preferred.
- Knowledgeable in production and broadcasting of live performances preferred, but not required.

Job Type: Full-time, Exempt

Benefit Eligible: Yes; medical, dental & vision insurance, life insurance, short and long-term disability insurance, 403b retirement benefits, & paid-time-off benefits

**If you are interested in this position please complete an application.
In addition, send resume, cover letter, and salary requirements to:**

Rachal Depuydt

Human Resources

Phone Number: (507) 389-4288

Email: rdepuydt@ssndcp.org