



**Job Requisition**

Revision Level 000

<b>Job Title:</b>	Network Analyst I		
<b>Department/Group:</b>	Services/Operations	<b>Job Code/ Req#:</b>	JR-0058
<b>Location:</b>	SWFPAC Naval Base, Bangor WA	<b>Travel Required:</b>	Click here to enter text.
<b>Level/Salary Range:</b> <i>(PM to determine)</i>	Click here to enter text.	<b>Position Type:</b>	Full Time
<b>HR Contact:</b>	Sandy McMahon	<b>Date posted:</b>	May 9, 2019
<b>Clearance Required:</b>	__x__ Secret ____ Top Secret ___N/A		
<b>External posting URL:</b>			
<b>Internal posting URL:</b>	http://craytek.com/crCareer/crJob.html		
<b>Applications Accepted By:</b>			
<b>E-MAIL:</b> <a href="mailto:Hiring Manager or info@craytek.com">Hiring Manager or info@craytek.com</a> Subject Line: <b>Attention:</b> [Recruiting or HR Department RE: Job Code/Req# and Title]		<b>MAIL:</b> [Recruiting Contact or Hiring Manager] Craytek Inc. 8136 Old Keene Mill Rd. Suite B202 Springfield, VA 22152	
<b>Job Description</b>			
<b>ROLE AND RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>• Provide Windows 10 desktop support in-person and using remote control access.</li> <li>• Assist in the maintenance and administration of user workstations, laptops, printers, network equipment and wireless devices for both SIPRNET and NIPRNET.</li> <li>• Assist in the maintenance, troubleshooting and administration of network switches.</li> <li>• Support Microsoft Office applications and other customer applications.</li> <li>• Support specialized software for Navy, Marine Corps, and overall Command job functions.</li> <li>• Document work done in Help Desk tickets from initial request through request completion.</li> <li>• Coordinate user problem resolution with other IT department staff as necessary.</li> <li>• Develop and maintain system documentation regarding physical topology, equipment, environment and/or software.</li> <li>• Other duties as assigned.</li> </ul>			
<b>QUALIFICATIONS</b>			
<ul style="list-style-type: none"> <li>• Ability to lift standard PC equipment and peripherals for the purpose of installations, moves, replacements/etc.</li> <li>• Knowledge of the principles, methods, and techniques involved in help desk operations, support technician operations, and basic Active Directory.</li> <li>• Knowledge of and ability to use and install relevant hardware, software and other equipment.</li> <li>• Proficiency in troubleshooting desktop operating systems and associated hardware and peripherals.</li> </ul>			



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- Capable of working in a demanding environment of near-100% system availability and be able to render solutions to issues in a timely manner.
- Excellent telephone etiquette and oral and written communications skills.
- Ability to work independently with minimal supervision.
- Excellent interpersonal skills with ability to interact with end users at all levels.
- Knowledge of Excel, Word, PowerPoint, Adobe Acrobat, and other general applications.
- Ability to undertake self-managed initiatives.
- Develop and vet procedure documentation.
- Secret Clearance is required for this position.
- CompTia Certifications (A+, Network+ or Security+) is required for this position.

**ADDITIONAL DESIRED QUALIFICATIONS:**

- Bachelor’s degree or Associates Degree in Information Technology or related degree or equivalent work experience that includes IT support.
- Experience with Cisco Network equipment is highly desired
- VPN, VTC, System Imaging, Encryption support experience is a plus.
- Experience with HEAT ticketing system.

**ADDITIONAL NOTES**

Reviewed By:	Darcy Rice	Date:	5/9/2019
Approved By:	Christine Baron	Date:	
Last Updated By:	Darcy Rice	Date/Time :	5/9/2019