



Job Requisition

Revision Level 000

Job Title:	Network Analyst II		
Department/Group:	Services/Operations	Job Code/ Req#:	JR-0088
Location:	Navy Yard, Washington DC	Travel Required:	May be some light travel
Level/Salary Range: <i>(PM to determine)</i>	Negotiable, based on experience	Position Type:	Full Time with Benefits
HR Contact:	Sandy McMahon	Date posted:	December 8, 2021
Clearance Required:	<input checked="" type="checkbox"/> DOD Secret <input type="checkbox"/> Top Secret <input type="checkbox"/> N/A		
External posting URL:	Zip recruiters		
Internal posting URL:	www.craytek.com/jobs		
Applications Accepted By:			
E-MAIL: hr@craytek.com Subject Line: Network Analyst II Attention: JR-0084, Network Analyst II		MAIL: [Recruiting Contact or Hiring Manager] Craytek Inc. 8136 Old Keene Mill Rd Suite B202 Springfield, VA 22152	
Job Description			
ROLE AND RESPONSIBILITIES			
<ul style="list-style-type: none"> Respond to, resolve, initiate, or escalate trouble calls/support requests via telephone, email, fax, Service Desk Ticketing System, or Web. Support the acquisition and inventory of hardware and software. Provide over-the-shoulder/remote/telephone training and assistance to end users on desktop operations including logging in, setting passwords, re-booting, basic and advanced operations in MS Office suite support, Adobe Acrobat, VPN, Smartphones, and tablets. Provide technical support and troubleshooting to users. Maintain current knowledge of relevant technologies as assigned. Participate in or leads special projects as required by the Project Manager. Provide occasional on-call support after normal business hours. Responsible for providing desktop computer, printer, and video-teleconferencing support according to applicable standards. Produce procedure and guideline documentation as requested by the Project Manager. Ensure proper procedures/guidelines are followed during performance of duties. Provide timely written reports of work status as requested. Provide timely updates of work status via Service Desk Ivanti Heat Information Technology Service Management System. Manage Software Request Approvals through the CCB process. Coordinate and process Check-Ins, Check-Outs, and Code Changes. Employ exceptional customer service skills and be able to manage and prioritize multiple simultaneous projects. Receive and inventory IT deliveries, maintain inventory control of items through disposition. 			



QUALIFICATIONS

- **Active DOD Secret Clearance is required for this position.**
- **CompTIA A+, Network+, or Security+ and Operating System certifications are required (per DODI 8570).**
- **Strong administrative skills to ensure processing of employee movements and scheduling**
- Knowledge of the principles, methods, and techniques involved in service desk operations, support technician operations, and basic Active Directory.
- Knowledge of and ability to use and install relevant hardware, software and other equipment.
- Proficiency in troubleshooting desktop operating systems and associated hardware and peripherals.
- Capable of working in a demanding environment of near-100% system availability and be able to render solutions to issues in a timely manner.
- Ability to assist with the maintenance and administration of user workstations, laptops, printers, network equipment and wireless devices for both SIPRNET and NIPRNET clients.
- Ability to assist with the maintenance, troubleshooting and administration of Smartphones and Tablet equipment
- 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.
- Ability to develop and documentation detailing service desk operations.
- Ability to lift standard PC equipment and peripherals for the purpose of installations, moves, replacements/etc.

EDUCATION/TRAINING/EXPERIENCE

- Associates in Computer Science, Information Technology or related degree or equivalent work experience (3-5 years) that includes IT operations and support
- VPN, VTC, System Imaging, Encryption support experience highly preferred
- Experience with Ivanti HEAT or BMC REMEDY ticketing system highly desired
- Administration Support Experience
- Bachelor’s degree in Computer Science or Information Technology highly desired

ADDITIONAL NOTES

ACTIVE DOD SECRET CLEARANCE REQUIRED

COMPTIA A+, NETWORK+, OR SECURITY+ REQUIRED

Reviewed By:	Rich Petrassi	Date:	12/08/21
Approved By:	Rich Petrassi	Date:	12/08/21
Last Updated By:	Rich Petrassi	Date/Time:	12/08/21