

IT Network and Data Specialist Job Description



Area: IT

FLSA Status: Exempt

Reports To: Network Manager

Supervisory Responsibility: None

Date of Job Description Revision: January 18, 2022

Primary Role:

This role will be responsible for supporting current systems and processes as well as contributing to various data collection tasks and reporting requests.

Responsibilities:

- Model the Pacesetter Way in daily job activities.
- Identify potential gaps with corresponding solutions to benefit Pacesetter.
- Assist in the maintenance of networks, software, and hardware for systems.
- Ensure Network Security and connectivity.
- Support Pacesetter associates by resolving technical issues when reported.
- Review ticketing systems to pick up trouble tickets and assigned tasks.
- Provide technical support for networks, PCs, printers, and other miscellaneous hardware and software.
- Monitor computer and network performance.
- Produce Ad Hoc reports and assist with report generation.
- Locate and extract data from a variety of sources for use in analysis, models, and reporting.
- Support process improvement and project management engagements from other senior team members.

Skills Required:

- Microsoft Office - Excel, Access, Word, Power Point.
- Knowledge of PC's and their components.
- Understanding of various infrastructure technologies such as WAN/LAN, TCIP/IP, DHCP, DNS, VPN.
- Help Desk, desk side / phone / remote support.
- In depth knowledge of windows operating systems.
- Knowledge of Active Directory.
- VBA experience.
- Analyze problems and solve them through research.
- MS Office and Microsoft 365 troubleshooting experience / admin experience.

Skills Preferred:

- SQL Knowledge
- Database Expertise
- Project Management Skills.
- Programming Experience.
- Ability to script installs and administrative tasks.

Education Required:

- Bachelor's Degree in Business, Computer Science, Finance, Math, or any other quantitative area.

I understand and agree to perform the responsibilities listed above:

Associate Signature

Date