Information Technology Analyst

Position Summary

The Information Technology Analyst is responsible for working with Greater Miami Expressway Agency's (GMX) internal staff as well as outside consultants in reviewing, analyzing, modifying, installing, and maintaining hardware, software applications as well as programs related to the administration, connection, and configuration. The Information Technology Analyst also provides 2nd tier technical assistance, and support, and provides advice to customers (end users). The Information Technology Analyst identifies problems and provides technical support for hardware, software, and systems. This individual will respond to telephone calls and emails, analyze problems by using diagnostic tools, and provide solutions to reported issues. The Information Technology Analyst is also responsible for the administration and management of GMX-wide servers and systems including LAN/WANs, security, storage, cloud, disaster recovery and backup, email, and virtual systems as well as assisting the Information Systems Engineer in planning, designing, implementing, and maintaining current and new technology solutions. The Information Technology Analyst will provide backup support to the ITS Engineer for all ITS-related tasks. The Information Technology Analyst will be expected to lead various projects using project management techniques.

Required Education & Experience

- Bachelor's degree in Computer Science, Information Technology or a closely related field
- Minimum of 3 years of progressively responsible experience as a system administrator, system analyst, or system Engineer.

An equivalent combination of training and experience that provides the required skills, knowledge, and abilities for this position may be considered.

Special Requirements, Licenses & Certifications

- A+, Network+, Security+ or an equivalent credential required
- VmWare, Microsoft, CCNA, AWS/Azure certifications desirable.
- Possession of a valid Florida Driver's License and ability to maintain a safe driving record in order to occasionally operate GMX vehicles for business purposes.

Essential Duties

- Recommends, evaluates, implements, and supports the appropriate information technology solutions in accordance to industry standards and best practices.
- Participates in training to ensure the best use of current technologies.
- Contribute and adhere to GMX disaster recovery plans, backup strategies, business continuity, and risk management
- Provide second-tier technical support for GMX staff, field technicians, traffic management center and external consultants, including troubleshooting and resolving issues related to hardware, software, printers, networks, and connectivity.
- Maintain, optimize, install, upgrade, and support GMX operating systems and business applications. Handle client/server interactions, assist with deployments and workstation setups, and support network environments to ensure seamless operation.
- Supports, analyzes, monitors, tests, and troubleshoots hardware and software problems pertaining to the network infrastructure and recommends improvements
- Monitors operations, updates procedures to improve efficiency and effectiveness, and provides recommendations related to configuration management
- Responsible for managing, deploying, and maintaining GMX's door access, CCTV security, and UPS power backup systems, including at remote sites.
- Supports and maintains user account information for systems including access rights, security, and groups
- Creates and maintains documentation related to security, software, processes, etc.
- Designs and provides training to GMX staff on all IT-related hardware and applications
- Updates and maintains intranet website including minor coding and upgrades
- Transcode video and audio files for meeting archiving.
- Supports the Information System Project Manager on various projects
- Provide support, maintenance, and updates for the ERP system project, covering planning, implementation, and ongoing management.
- Provide standby support for all GMX meetings including Committee and Board of Directors meetings including video recording, live streaming, and managing A/V contractor staff as well as supporting GMX partner meetings when utilizing GMX conference rooms.
- Assists team in performing annual DRP testing on power systems and system restores.
- Performs security reviews and assessments. Make necessary improvements to protect GMX assets.
- Manages GMX antivirus solution including server and clients, upgrades, migrations, and reporting.
- Provides patch management for GMX workstations and servers including reporting, upgrades, and configurations.
- Manages, deploys, and administers GMX mobile device management platform
- Manage GMX Wifi system including documentation, user accounting, and security.

Required Knowledge, Skills & Abilities

- System design, architecture, and integration techniques.
- Experience in supporting and maintaining ERP systems – preferably Tyler Munis
- Mobile Device Management Platforms – preferably AirWatch
- Patch Management tools such as WSUS or Ivanti Protect

- Proficient in system integration, interface development, troubleshooting, and integration techniques.
- Experienced with multiple operating systems, including Microsoft Windows, Linux/Unix, MacOS, and mobile platforms (iOS/Android).
- Knowledgeable in various applications and server technologies, including Microsoft Exchange Server and related email systems, Microsoft Office applications, SAN and NAS storage concepts, VMware virtualization, cloud computing and architecture, and enterprise antivirus solutions.
- Familiar with information security practices, including policy and procedure implementation, risk management, and security architecture.
- Technical terminology related to client/server and network architecture
- Industry standards and best practices in IT-related systems
- LAN/WAN technologies and concepts
- Basic knowledge of programming and scripting, including HTML, Java, WMI, and PowerShell.
- Audio / Video codecs, encoding and transcoding techniques and tools
- Relational database concepts
- Configuration, installation, and troubleshooting client/server hardware
- Government compliance, systems regulations, and software quality assurance (Desirable)
- Knowledge of project management
- Effective communication skills, both written and verbal, skilled at conducting research, analytical thinking and able to solve problems of a complex nature and understand system requirements
- Troubleshoot hardware and/or software problems
- Handle multiple projects simultaneously
- Work effectively as a part of a team

Working Conditions & Required Physical Abilities

This position is located in a quiet to moderately noisy office environment.

Individuals in this type of position must have the use of sensory skills to effectively communicate with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use of fingers to handle, feel or operate objects and write. Must have the physical capabilities to move about the office and to effectively use and operate various office equipment; such as but not limited to personal computers, calculators, copy and fax machines. May involve extended periods seated at a keyboard or workstation. May occasionally involve lifting, carrying, pushing and/or pulling materials and objects weighing up to 50 lbs.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of the job.

Fulltime Exempt

Salary Range: $75,000 - $105,000