



Network Analyst

Nlets is a 50 year old not-for-profit with a business model for the interstate exchange of criminal justice information for justice and public safety professionals and a new and growing business model reaching more customers in both the governmental and private sector with over 2.1 billion messages exchanged in 2018. We are seeking a highly skilled and enthusiastic individual, but even more importantly someone who is enthusiastic about using their hard won skills making a difference; making America safer; catching the bad guys and keeping law enforcement officers safe in both the US and Canada.

The Network Analyst is a key member of the Nlets team. This position entails monitoring and maintaining WAN/LAN and associated network nodes; responding to alerts; isolating and correcting network service fault conditions; coordinating with customer service, communication providers, equipment vendors, system administrators, and network service providers to correct fault conditions; escalating complex failure conditions to network engineering or server administration for resolution; maintaining network management systems, tools, and network documentation; tracking and reporting on network preventative and remedial maintenance activities; and generating statistical and administrative reports on network reliability and utilization.

Key Areas of Responsibility

- Assists Users in resolving technical error(s) not directly under the control of Nlets.
- Assists staff, Users and vendors through applying operational technical knowledge of system and operations using server, personal computers, telephone lines, and e-mail systems effectively communicating verbally and written
- Utilizes Servers, personal computers, software and reference manuals to monitor computer system network
- Records problems encountered and techniques used to solve for future reference.
- Analyzes problems and, depending on problem complexity and resolution time constraints, solves or escalates to the appropriate team.
- Under supervision, troubleshoots critical system and application problems
- Upon notifying managerial staff immediately of emergency system needs, evaluates and troubleshoots under the direction of management any type of system and/or network outages
- Monitors computer room safety and security verifying environmental equipment is operating as prescribed equipment, staff, sensitive information and files unique to the organization's functions
- Team participant in assisting other analysts ensuring the effective and efficient operation of the network and system
- Team participant in assisting technical support personnel providing testing resources for the installation of new hardware and software; coordinate changes that are made utilizing server, personal computers, reference manuals, cabling and error logs
- Assists contracted customer engineers during scheduled downtime, outages, and critical/emergency situations
- Maintenance duties of system hardware and software, testing patches, updates/upgrades and new releases, and ensures all system backups are performed according to schedule.

Key Requirements

- MUST PASS 10-PRINT FBI BACKGROUND CHECK
- Cisco Certified Entry Networking Technician (CCENT) or Above
- Microsoft Technology Associate (MTA) or Above
- A.S. in Computer Science or 3 years of support experience in a network environment
- Knowledgeable of Network Services Protocols and networking concepts and components
- Advanced knowledge and use of network protocol analyzer
- Knowledge and hands on use of Network and System monitoring tools
- Ability to read and understand XML/NIEM desirable
- Excellent customer service with strong communication skills

Full- and Part-Time Available (\$20 - \$30/hr.)
Generous benefits package & bonus eligibility

Send resume to: hr@nlets.org
Location: North Phoenix, Arizona (85085)