



Service Center 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 2.7 billion messages exchanged in 2019. 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 Service Center 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

- Work in a team environment to solve complex network server/application/infrastructure level problems through Troubleshooting. Investigates and resolves staff, customer (user) and vendor reported system problems making immediate determination of repair/resolution; continuously updates managerial staff and User(s); practices procedural steps in rectifying any problem affecting User accessibility
- Participates in the evaluation of vendor proposals, conducting network studies and traffic analysis, developing network architecture, preparing network capacity forecasts and recommending modifications to configurations that will reduce costs and/or improve service.
- 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, either solves it or escalates to the appropriate team.
- Investigates and reports network problems; records and follows-up with managerial staff, Users and/or vendors utilizing server, personal computers, printers, appropriate software, telephone lines and vendor lists
- Under supervision, troubleshoots critical system and application problems (e.g., terminal, circuit, equipment, software, etc.); ensures recovery and proper operation
- 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; prevent unauthorized access using equipment reference manuals, telephone, vendor lists and operations' procedural manuals
- Consistently ensures adherence to security procedures (e.g., keys to facilities, passwords, sensitive reports and documentation, etc.) preventing unauthorized access and to protect equipment, staff, sensitive information and files unique to the organization's functions
- Participate in assisting other analysts ensuring the effective and efficient operation of the network and system
- Team participant in assisting technical support personnel (e.g., programmers, vendors, etc.) 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
- Advise management and under supervision, request hardware preventative maintenance ensuring computer system hardware is fully and effectively operational to organizational and User standards utilizing vendor lists, telephone, error reports and logs, and appropriate software tools.
- Maintenance duties of system hardware and software, testing patches, updates/upgrades and new releases, and ensures all system backups are performed according to schedule.
- Performs related duties as assigned.
- Regular and predictable attendance required.

REQUIRED KNOWLEDGE, SKILLS, ABILITY:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **MUST PASS 10-PRINT FBI BACKGROUND CHECK**
- A minimum of three years of experience supporting and monitoring network systems, servers or storage in an enterprise environment. Previous NOC experience is strongly preferred.
- 1 year of previous helpdesk experience helpful, but not required
- Basic Microsoft and/or Cisco certifications (CCENT, MTA, etc.) Preferred
- Knowledgeable of Network Services Protocols - TCP/IP, UDP, ICMP and HTTP / SFTP Telnet SMTP and associated ports
- Knowledgeable of networking concepts and components (DNS, DHCP, NAT, firewall, web filters, switches, routers, etc.)
- Previous experience with a network protocol analyzer (Wireshark or Ethereal)
- Knowledge of Microsoft server operating systems and Cisco network devices (Solarwinds, System Center Operations Manager)
- Ability to read and understand XML/NIEM. Desired
- Strong organizational skills
- Excellent customer service with strong communication skills
- Very good interpersonal skills, both verbal and written.
- Ability to work well with employees from different disciplines with varying degrees of technical experience.
- Functions effectively as a team member, displaying a positive attitude, motivation and interpersonal skills

Benefits:

- Collaborative work environment
- Generous company-paid benefits package for employees AND dependents
- Business Casual Dress Code
- Covered parking during those HOT Arizona summers
- Team building and social events for employees AND their family

Location: North Phoenix, Arizona

Interested qualified candidates may send resume to hr@nlets.org