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## Computer Analyst, Intermediate

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**Location(s):** Fort McCoy, WI

**Clearance Level:** Secret

**Reports To:** MTNT IT & Communications, LLC Project Manager

**MTNT IT & Communications, LLC (MITCOM)** LLC is seeking to hire a Computer Analyst, Intermediate – Journeyman. Requires a minimum of 7 years, documented, relevant work experience, with at least 60 months in a technical training or education environment. The minimum technical requirement is the CompTIA Security+ CE certification. The (MCSA, CCNA, & Network+) are not required but are highly desirable. New hires must become IAT-II baseline and computing environment certified within 30 days. Employee is responsible for remaining proficient in other cyber and security related areas as the mission and emerging technologies are developed and/or implemented on the enterprise.

### Key Responsibilities:

- Respond to user problems to include workstations application
- support, printing problems, system problems, data migration issues, and
- workstation configuration and management
- Work under general supervision and installs, operates, maintains,
- configures, troubleshoots and repairs computer devices, cables, components,
- software, end-user devices, software and general network connectivity
- Report serious problems to the LAN manager
- Maintain large disperse classrooms throughout region
- Complete tickets as assigned within the Help Desk system

### Requirements:

- 7 Yrs Experience in Technical Field
- Security +CE, required date of hire
- Travel required - A minimum of 25% throughout the United States
- and may involve international locations with 2 to 3 days' notice
- In depth knowledge of Microsoft Workstation operating systems
- Ability to create and configure user and group accounts on
- Microsoft server
- Understanding of and ability to troubleshoot network issues
- Experience configuring and troubleshooting TCPIP settings on
- Microsoft devices
- Working knowledge of Cisco switches

- Experience supporting users of information systems by
  - Handling user calls
  - Researching complex problems and questions
  - Responding with answers or interventions
  - Providing assistance
  - Tracking calls
  - Analyzing call data for trends and common system problems, and
  - Evaluating the quality of information systems through user-support call data.
- Past work experience in a high paced customer focused service setting
- Excellent verbal and written communication skills
- Strong problem solving and research skills with the ability to take responsibility and ownership for a problem

**Preferred :**

- CCNA
- Network +
- A+
- MCSA

Employee

\_\_\_\_\_date\_\_\_\_\_

Manager

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