

POSITION PROFILE	
POSITION: Information Services Analyst	DEPARTMENT: Information Services
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m. At times may be required to work split shifts; evening and night hours; scheduled and unscheduled overtime	
CUSTOMARY WORK DAYS: Monday – Friday	
SALARY GRADE: Technical Support Schedule 1.1	STATUS: Non exempt
REPORTS TO: Information Services Administrator	

POSITION SUMMARY

The Information Services Analyst is accountable for maintaining the Company’s Desktop and Server systems and assists in the maintenance of the local and wide area networks. Duties include, but are not limited to, architecting and implementing desktop and server computing environments, managing systems for patching and application deployment, and ancillary support functions, and performing work assigned by the Information Services Administrator and periodically the Network Engineer. Assigns work to other Information Services staff and monitors results. The Information Services Analyst is also accountable for providing a highly available, fault tolerant environment that supports all phases of Ponderosa operations. Access and exposure to highly sensitive documents, material and conversations requires strict confidentiality on the part of the Information Services Analyst.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Oversee and manage application programs and operating system software as well as hardware infrastructure that runs them. Oversees and conducts daily monitoring tasks.
- Ensure all computer systems, peripherals, programs and applications meet the operational needs of Ponderosa and affiliate departments.
- Manages and maintains network to facilitate access to all company network devices, and to ensure reasonable access through authorized VPN connections.
- Oversee and conduct security and application patching and upgrading. Plan infrastructure to support future needs.
- Responsible for maintenance, selection, and architecture of end user and server hardware and software infrastructure.
- In conjunction with Information Services Technician, monitors and responds, as necessary, to after hour information services network alarms.
- Provide escalation level end user tech support for IS Technician and/or IS Associate.
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis.
- Proactive involvement in the Company’s Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties.

PERIODIC

- Oversees installation and maintenance of server and end user hardware and software.
- Negotiate with vendors for best price and contract terms and assist with annual budget process.
- Manage technical support software and tracking of software licensing.
- Oversee and perform routine maintenance on servers and workstations. Plan, schedule and perform major upgrades.
- Manage enterprise wide software systems.
- Design, maintain and operate software distribution/patching/installation system including development and testing of new application installation procedures.

- Manage all wireless devices connected to the network. Orders wireless devices and manages rate plans as necessary.
- Assist in the process of monthly customer billing as needed.
- Maintain Company Internet site(s) as required.
- Assist other departments' personnel with system and software management. Provide platform support and computing infrastructure as needed.
- Manage backup of data and ensure integrity and availability of stored data. Establish and monitor compliance with backup policy and procedures. Test restore/recovery hardware, software and procedures.
- Design, implement and manage directory services and identity management. Maintain integrity of directory services, data and application security.
- List of principal accountabilities is not exhaustive and may be supplemented as necessary.

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Demonstrates initiative in all phases of work.
- Applies knowledge of the job. Applies knowledge to new or challenging situations.
- Applies technical skills (includes applying existing skills in new or challenging situations).
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner.
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work).
- Performs duties with accuracy, thoroughness, attention to detail, and neatness.
- Sets challenging, but realistic goals and holds self accountable for individual results.
- Monitors quality of own and others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed).
- Without direction, takes appropriate action to solve problems or overcome obstacles to achieving results.
- Makes specific changes in work processes or methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues).
- Performs work in a safe and healthful manner and in accordance with the company's Safety Program.

PROACTIVITY

- Recognizes tasks; activities and assignments to be done and completes them without specific directive. Actively seeks new duties or challenges.
- Offers ideas to improve work processes or departmental productivity. Initiates actions to address anticipated problems or obstacles. Act within the constraints of respective authority.
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole.

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance.
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities.
- Shows respect for other's intelligence by appealing to reason.
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates).

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important.
- Maintains attendance in accordance with Company guidelines and is consistently punctual.
- Makes choices and sets priorities to meet Company's needs.
- Cooperates with others to achieve organizational/departmental objectives.

- Publicly acts to fit the Company's mission.

FLEXIBILITY

- Understands other people's point of view.
- Able to shift easily from one task or focus to a different one.
- Willing to change ideas or perceptions based on new information or contrary evidence.
- Decides what to do based on the situation (e.g., acts to fit the situation or person).
- Ability to readily absorb knowledge of new hardware and software systems.

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize).
- Controls won strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time.
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others.
- Undertakes study to obtain and maintain professional certification and up to date job skills.

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, patient, cheerful service.
- Follows through on customer inquiries, requests, complaints.
- Keeps customer up-to-date about progress of projects.
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction.

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person.
- Possesses fine and gross manipulation skills.
- Possesses grasping and power grip abilities.
- Must have good vision (with correction) and also have color vision to differentiate wiring.
- Must be able to sit for prolonged periods of time.
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position.
- Must be able to perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow.
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties.
- Must be able to lift 50lb. maximum with frequent lifting and/or carrying objects weighting up to 25lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- 4 year college or vocational degree in Information Services/Data Processing/related field or equivalent technical experience.
- Appropriate industry certifications acquired or in progress.

TECHNICAL REQUIREMENTS

- Working knowledge of computer hardware including workstation and Server hardware installation and maintenance.
- Expert level of knowledge of one or more operating systems, including Microsoft, UNIX and LINUX for server and work stations. Working knowledge of the others.
- Expert knowledge of a reasonable set of applications such as Microsoft Office, SQL server, collaboration software and Internet technology such as IIS, PHP, Apache and related technologies. .
- Ability to manage, configure and troubleshoot cross platform directory services

- Knowledge of reporting tools such as Crystal Reports.
- Ability to readily learn and master new technologies
- Basic customer service skills.
- Possesses and maintains a valid and unrestricted class “C” driver’s license, with driving records that provides insurability under the Company’s vehicle insurance carrier and within the guidelines of the Company.

WORK EXPERIENCE

- Five or more years of experience in information technology including workstation and server installation and maintenance, preferably in a Microsoft operating system environment. Experience should include planning and undertaking non-disruptive or minimally disruptive upgrades and new installations.
- Experience with backup, directory services and application and operating system management in a networked environment.
- Telephony experience desired, preferably in the Information Services/Data Processing field.
- End user support.

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

APPROVALS	
IS ADMINISTRATOR:	DATE:
FINANCIAL DIRECTOR:	DATE:
HUMAN RESOURCES MANAGER:	DATE: