

# Job Posting

## Technical Analyst - NDC

Reports to: Sr Technical Analyst

### About Mizuno

It is the responsibility of every Mizuno USA teammate to champion our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition. Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member versus a limited role player? Do you aspire to make a difference with a brand that strives to do more in the communities in which we serve?

If so, then Mizuno USA team is recruiting top draft picks and free agents to transform the challenger brand that is Mizuno! Let us know if you're game ready!

### Summary

The Technical Analyst role is to provide support in a wide variety of technology disciplines. To ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end user help requests. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. Work closely with IT systems engineers, programmers, and vendors/consultants. The position will be assisting with networking hardware, software, and infrastructure responsibilities, O365 administration, and assistance with IBM Notes user tasks

### Basic Qualifications

- Bachelor's Degree in Information Technology or other IT related field and/or a minimum of 10 years equivalent work experience
- Knowledge of basic computer hardware, including notebooks, tablets, desktops and thin clients
- Experience with desktop operating systems, including Windows 7, 8, 10 and MAC OS
- Working knowledge of a range of diagnostic utilities, especially anti-virus and malware removal tools
- Experience with Office 365 applications including SharePoint, Teams, and OneDrive required.
- Knowledge of Active Directory, DNS, DHCP and Print Servers recommended
- Experience with Wi-Fi, VMWare, Backup Solutions, and Network Infrastructure recommended

### Other Qualifications

- MCSA or similar certification a plus
- Good understanding of the organization's goals and objectives
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Strong documentation skills
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Highly self-motivated and directed

- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Exceptional customer service and organizational skills
- Experience working in a team-oriented, collaborative environment

#### **Essential Duties and Responsibilities**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Field incoming help requests from end users via both telephone and e-mail in a courteous manner
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue
- Build rapport and elicit problem details from help desk customers
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Apply diagnostic utilities to aid in troubleshooting
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution
- Test fixes to ensure problem has been adequately resolved
- Perform post-resolution follow-ups to help requests
- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Develop help sheets and frequently asked questions lists for end users
- Identify and learn appropriate software and hardware used and supported by the organization
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications
- Performing preventative maintenance, including checking and cleaning of workstations, printers, and peripherals
- Participate in after-hours support rotation as required by management
- Update PC asset database in conjunction with moves, adds, and changes
- Purchase new hardware and software as required
- Assist in tracking software license usage and maintaining compliance
- Participate in specifying and evaluating new desktop and notebook models
- Participate in specifying and evaluating desktop applications and versions
- Dispose of end-of-life hardware in accordance with departmental policies
- Manage and monitor Office 365 services and desktop support

**Whenever possible, Mizuno USA, Inc. strives to promote from within if the skills and necessary qualifications meet the requirements for the position. Internal and external candidates will be considered for the position and the best candidate will be hired.**

**Mizuno USA, Inc. is an Equal Opportunity Employer: All qualified applicants will receive consideration for employment and will not be discriminated against**

**based on their race, gender, disability, veteran status or other protected classification.**

**EOE M/F/D/V**