

Basics

Job Title Technical Analyst
Reports To IT Department Manager
FLSA Status Exempt
Direct Reports No

About Mizuno

Mizuno USA's roots stem from its parent company, Mizuno Corporation. Mizuno Corporation was established in Osaka, Japan in 1906 by Rihachi Mizuno. Today, Mizuno USA is located in Peachtree Corners, GA and continues to manufacture and distribute high quality golf, baseball, softball, running, track & field, and volleyball equipment, apparel, and footwear.

Since our founding, we have taken special pride and pleasure in being able to participate in the exciting world of sports and providing sports equipment of the highest quality. Each and every one of us is guided by the ideal of true sportsmanship. That was true over 100 years ago and is still true today. It is evident in our corporate philosophy which, simply stated, is "Contributing to society through the advancement of sporting goods and the promotion of sports."

Are you a competitor driven by overcoming extraordinary challenges? Are you motivated by being a critical team member? Do you aspire to join a brand that makes a difference in the communities we serve? Mizuno USA is seeking top performers like you carry on the legacy of one of the world's most iconic sporting goods brands.

Every Mizuno USA teammate is a champion of our Mission and commitment to one another and athletes everywhere as they strive for ultimate achievement at every level of competition.

Let us know if you're game-ready!

Summary

The Technical Analyst provides 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. This position works closely with IT systems engineers, programmers, and vendors/consultants. The role involves support of networking hardware, software, and infrastructure, O365 administration, and assistance with IBM Notes user tasks.

Essential Duties and Responsibilities

The Technical Analyst will perform specific tasks like the following:

- 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 problem resolution. 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.
- Perform 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.

Qualifications

- Bachelor's Degree in Information Technology or closely related field, or an equivalent combination of education and work experience
- Five or more years of experience in an IT support or help desk role
- MCSA or similar certification is a plus
- Experience with maintenance, troubleshooting, and user support of Office 365 applications including SharePoint, Teams, and OneDrive
- Extensive knowledge of the operation and maintenance of business computing hardware, including desktop PCs, laptops, and MacBooks
- Experience installing, maintaining, and troubleshooting desktop operating systems, including Windows 7-10 and MAC OS
- Working knowledge of a broad range of diagnostic utilities, especially anti-virus and malware removal tools
- Knowledge of Active Directory, DNS, DHCP and Print Servers
- Experience with Wi-Fi, VMWare, Backup Solutions, and Network Infrastructure
- General understanding of business and management concepts
- Experience working in a team-oriented, collaborative environment

- Excellent written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills
- Exceptional customer service and organizational skills
- Exceptional ability to document the steps of user support in a help desk environment
- Ability to investigate and research a wide range of computing issues
- Ability to absorb and retain information quickly
- Ability to explain technical computing concepts in common language
- Highly self-motivated and self-directed
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment

Physical Demands/Essential Functions

- Prolonged periods sitting at a desk and working on a computer in an open office environment
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components
- Lifting and transporting of moderately heavy objects, such as computers and peripherals

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

Visit <https://www.careers-mizunousa.com/jobs> to apply, or send your resume and cover letter to mizunocareers@mizunousa.com and include the Job Title in the Subject line.