

IT Support Analyst

General Responsibilities:

An IT Support Analyst is responsible for the design, implementation, performance and reliability of the corporate networks including, but not limited to, firewalls, routers, switches, servers, and desktops. An IT Support Analyst will proactively find ways to support and automate operational duties in support of the infrastructure operations. An IT Support Analyst is on call 24/7/365 for support.

Duties include but are not limited to:

- Design and implement desktop and servers to support business users.
- Advanced technical support for all computing issues.
- Write programs and scripts and ensure high availability and notification of outages or performance issues.
- Work proactively with business to ensure that we are leveraging the systems technologies to their utmost ability.
- Ensure all IT policies are adhered to appropriately. Document the network and provide input to corporate Information Security policies and procedures.
- Develop and support network security for all networks.
- Strong understanding of networking technologies including, but not limited to, Cisco, VLAN, VPN, SSL, Security Zoning, TCP/IP, IP Routing (via EIGRP, BGP, OSPF, static and RIP) ACL , VoIP, and QoS.
- Be able to manage multiple projects and tasks effectively and completely with pro-active communications, formal project plans, and meticulous documentation.
- Work independently and without supervision to perform aforementioned tasks. Perform all other duties as assigned.

Education/Experience:

- Minimum of 5+ years' experience in Information Technology supporting business users.
- Certification as an MSCE, CCNP, CCNE, or other industry standard certification is desired.

Compensation:

- Full-time (10 month) at \$17-19/hr DOE + Benefits.

Other:

- Must bi-locate between Columbia Falls, MT offices and East Glacier Park, MT offices dependent on season of operation.

Please submit resume and cover letter to [Rachel Nerby](#).

****Position open until filled****