

## Systems Analyst

### Duties:

Maintain business server and network systems. Responsibilities include patch management, user, file and print administration, documentation, upgrading, migrations, and troubleshooting. Manage the coordination of projects and technologies between infrastructure design and server/application. The secondary function of the Systems Analyst will be to take support calls on the Support Desk when Support Technician staffing is insufficient to meet service level expectations. They will also serve as an escalation point for issues that cannot be resolved by Support Technicians.

### Education/Experience:

- Associates Degree in Computer Science or related field; Bachelor's Degree preferred.
- Minimum 3 years performing technical support in an IT environment.
- Must possess knowledge and experience in Microsoft Windows Server, RDS environments, and one virtual hypervisor (VMware, Hyper-V or XenServer) environment.
- Must possess knowledge of Windows desktop operating systems, applications, networking, TCP/IP, computer desktop hardware, and local/network printing.
- Equivalent amount of education, experience and/or training will be considered.

### Certifications/Licenses:

- CompTIA A+, CompTIA Network+, CompTIA Server+, or CompTIA Security+ required.
- Microsoft MTA (Windows Server), Microsoft MCTS (Windows Server, Exchange, SQL, or Hyper-V), or Microsoft MCITP (Windows Server, Exchange, or SQL) required.
- VMware VCP, Citrix CCA, or Cisco technical certifications required.
- Valid Hawai'i driver's license and use of own vehicle required.

Submit your resume, cover letter, and salary requirements to [hr@pacxa.com](mailto:hr@pacxa.com).

This position requires proof of vaccination. The Company requires that all employees be vaccinated or be approved for a medical or religious accommodation.

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