

Computer Operations Analyst

This company has been providing IT solutions and services to Fortune 500 clients since it was first established in 1999. It specializes in servicing clients in the public and private sectors which include healthcare, telecommunications, entertainment, manufacturing, and financial. This position is based on-site in San Diego, CA. This is not a remote position.

Responsibilities

- Complete basic desktop support tasks as they relate to the maintenance of computer hardware and software
- Answer a large volume of phone calls, emails and voicemails from staff, physicians and the general public
- Accurately identify problems, troubleshoots, and offers solutions and workarounds
- Meet minimum service level agreements as it's essential to the success of the team
- 90% of his/her time will be spent monitoring data center operations and 10% of his/her time will be spent answering phone calls and fixing computer hardware & software problems
- Other duties may be assigned as required by business needs

Qualifications

- 5-8 years' experience supporting an enterprise level Network Operations Center (NOC), preferably for a Healthcare Organization
- 2-5 years' experience working functionally as a Computer Operations Analyst
- Ability to make system wide changes using Puppet
- Knowledge of server, network and data center monitoring tools required
- Ability to add, modify and remove printers using CUPS via samba, and socket protocol printing
- Experience supporting computers with the Linux operating system in an enterprise environment
- Experience with desktop operating systems, including Windows 2000, Windows XP, Windows 7 and Office 2003, 2007 and 2010
- Familiarity with Service Desk and Desktop Support processes and procedures
- Familiarity with common hardware and software problems such as Microsoft operating systems (XP, Windows 7) and Office 2003, 2007 and 2010
- Must be able to perform the tasks in a 24/7 environment
- Comprehension & retention of large & complex amounts of new information is required
- Ability to maintain a positive and professional voice and demeanor in a busy environment
- Strong attention to detail in order to accurately communicate expectations regarding next steps and timelines for resolution
- Excellent customer service skills