SANDAG

Associate Information Systems Analyst

Annual Salary Ranges: $72,142 to $111,820

First Review of Applications: December 3, 2021 – Open until filled

Expected Start Date: January 2022

Overview of the IT Service and Infrastructure Section

The Information Technology Service and Infrastructure team is comprised of twelve system specialists, network, cloud, and system administrators supporting nearly 400 employees at multiple San Diego locations. The division is responsible for all IT end-user services, such as application and desktop support, maintenance of enterprise applications, data center and cloud storage systems, as well as network management including Local Area Network (LAN), Wide Area Network (WAN), and Metropolitan Area Network (MAN). The division supports all aspects of Microsoft Office 365 including application support, user management, data management, and Azure cloud storage.

Role

The Information Systems Analyst will be instrumental in assisting the Senior Information System Analyst in delivering IT solutions for SANDAG's business needs. This position is responsible for monitoring, maintaining, upgrading, implementing, and troubleshooting servers, networks, cloud services, applications, workstations, and peripheral devices under the guidance of the Senior Information Systems Analyst. The primary focus of this position is customer service through technology delivery and maintenance. The candidate selected for this position will be expected to work in-person in the San Diego office.

Job Responsibilities

- Monitor, maintain, upgrade, implement, and troubleshoot servers, networks, cloud services, applications, workstations, and peripheral devices.

- Serve as support contact for desktop, servers and network related helpdesk requests for departmental employees; assist users in resolving hardware and software issues ensuring system availability and uptime.

- Administer, monitor, maintain hardware and software environments that include, but are not limited to: Microsoft Azure services, Office 365 administration, VMWare ESX virtual infrastructure, Active Directory, Azure Active Directory, File Servers, Exchange Online, SharePoint Online, SQL Servers, and IIS Web Servers for all SANDAG users and toll customers.

- Diagnose and troubleshoot issues with cloud environments, servers, desktop computers, peripheral devices, and network devices; work with customers to assess needs, provide assistance, training, and resolve issues.

- Actively protect information technology assets and infrastructure from external or internal threats and ensure compliance with statutory and regulatory requirements regarding information access, security and privacy. Maintain compliance requirements for Payment Card Industry Data Security Standards (PCI DSS) Level 2 Merchant and Federal, State and Local Government privacy laws.

- Monitor and troubleshoot access controls to maintain corporate data safeguards. Administer Active Directory for individual and group level access. Manage group policies to ensure deployment and enforcement of security policies for desktop, server and end user environments.

- Support the configuration, monitoring, and administration of enterprise backup environment including VMware snapshots, backup to disk, backup to tape, tape backup job schedules and tape inventory.

- Monitor and analyze enterprise security configurations and logs, configure and implement effective countermeasures as required; coordinate and resolve vulnerabilities identified in security audits. Administer and support security technology environments including malware and anti-virus protection and security patch management.

- Support the configuration, monitoring, and administration of enterprise storage environment including SAN, SAN Fiber Channel Switches, SAN replication and storage provisioning.

- Support IT Service Management functions including Asset Management, Capacity Planning, Change Management, Configuration Management and Incident Management.

- Provide on-call, after hours support to respond to system and network issues and alerts and perform equipment maintenance.

Experience and Qualifications

- The minimum education, training, and experience qualifications include a bachelor's degree with major course work in computer science, information technology, and at least three years of progressive career development supporting network, security, and virtual environments. Training and/or certification a plus. A combination of relevant education and recent work experience may be considered in lieu of a degree.

- Previous work experience providing support for complex, integrated information system environments that directly support 24/7 business operations; demonstrated experience providing desktop, server, network and enterprise application support services in a professional business setting.

- Knowledge in network design, network support and network config, including knowledge of routers, switches, firewalls, intrusion prevention systems, Virtual Private Networks (VPNs), and other devices. Cisco and Fortinet experience preferred.

- Demonstrated ability to configure and administrate physical and virtualized server systems, enterprise operating systems, storage area networks, enterprise data backup and recovery solutions, user account management, and cloud messaging and collaboration solutions.

- Knowledge of network access and control protocols, routing protocols and wireless encryption technologies; previous work experience with one or more of the following network and security technologies and tool sets: IDS/IPS, Syslog, Solarwinds, Nessus, vulnerability/penetration testing software, endpoint protection software.

- Experience with configuration and support of systems providing Security Patch Management, Event Log Management, Monitoring and Alerting, Access Control/Directory Services, Virus Protection, Encryption and Remote Access.

- Experience supporting the management and administration of security compliance requirements for Payment Card Industry Data Security Standards (PCI DSS) Level 2 Merchant including regulatory compliance with Federal, State and Local Government privacy laws. Working knowledge of best practices for Risk Assessments, Information Management, Data Classification, Security Incident Response and Security Auditing.

- Demonstrated ability to work cooperatively as a member of a service-oriented team; capacity to establish, maintain and foster cooperative working relationships with those contacted in the course of work.

- Experience assisting employees of varying levels of computer expertise; ability to clearly and concisely communicate technical information to staff of all levels of technical sophistication.

- Excellent time management and organizational skills and the ability to prioritize multiple tasks in a fast-paced environment; ability to effectively plan and coordinate work with others, exercise good judgment, and work independently.

- Demonstrated ability to recognize problems, analyze technical information, and propose practical solutions; ability to accurately diagnose network issues, provide effective and timely problem resolution, and put solutions into action.

- This position may be required to work after hours and on weekends.

- Demonstrated ability to perform physical activities, such as, but not limited to, lifting heavy items, standing for extended periods of time, bending, climbing, or walking; the final candidate can anticipate a pre-employment physical.

- The candidate selected for this position must successfully pass a pre-employment criminal background investigation; periodic re-checking of criminal background will be a condition of employment.

SANDAG is an Equal Opportunity Employer

Benefits

Our benefits include health, dental, and vision insurance as well as employee assistance, wellness, and work/life balance programs. Retirement and financial security benefits are provided through a pension plan and deferred compensation program. SANDAG offers flexible work schedules and employees are provided with paid time off and paid holidays.

How to Apply

Interested candidates may apply for this position by completing a SANDAG Employment Application.

The Employment Application can be downloaded from the SANDAG website or by contacting hr@sandag.org or calling (619) 699-1900. See our Careers / How to Apply webpage for additional information.

In compliance with the Americans with Disabilities Act (ADA), SANDAG will accommodate persons who require assistance in order to apply for a position at SANDAG. Applicants requiring an accommodation due to a disability during any stage of the recruitment and selection process, including requesting this document and related application materials in an alternative format, should make their needs known by contacting Human Resources at hr@sandag.org, (619) 699-1900, (619) 699-1904 (TTY), or fax (619) 699-6905.

Further Information

In compliance with the Immigration Reform and Control Act of 1986, applicants hired by SANDAG must show acceptable proof of identity and evidence of authorization to work in the United States.

The selected candidate can anticipate a driving record check upon hire, and approximately annually thereafter. The results of the check may determine whether the selected candidate will be permitted to drive for SANDAG business.

SANDAG requires all new employees to be fully vaccinated for COVID 19 within 45 days of hire; reasonable accommodation requests will be considered.

SANDAG Employees are expected to work in-person in the San Diego office.

Contact Us

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(619) 699-1900 | TTY/TDD: (888) 722-4889

sandag.org

hr@sandag.org

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