Our innovative and growing company is searching for experienced candidates for the position of infrastructure support analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for infrastructure support analyst

- Facilitate, manage, communicate and report on the progress of major CCB technology events
- Be the point person for triggering escalations when execution schedules/milestones deviate from the planned timelines
- Maintain close relationship with internal PEM team for seamless handover of event from planning to execution
- Attend event planning and review sessions
- Work with application support teams during and pre/post event to ensure that data metrics in SharePoint forms are collected in proper format and accuracy
- Participate in any incident response activities, with respect to providing information from the event that may be relevant to investigation and remediation
- Majority of the executions happen on Thursday, Friday and the weekends
- Responsible for providing support to all MCIT customers
- Maintain a central library for the applications that the TSS group has responsibility for, including reference manuals, installation guides
- Responsible for ensuring optimum performance of the Windows Server estate – monitoring, tuning and patch management

Qualifications for infrastructure support analyst

- Minimum 3+ years' infrastructure development or support experience preferably in either Mainframe, iSeries, NonStop or File Transfer technologies
- Demonstrable experience in Quality Assurance testing
- Competent with SharePoint and the MS Office Suite, particularly in Excel, PowerPoint and Visio
- Experience of continuous service improvement
- Knowledge of the Risk Control Self-Assessment (RCSA) framework
- Candidate must reside within a 50 mile radius of Peachtree City, GA facility