



Position Title: Systems Analyst III

Job Description: Under the supervision of a Director/C-level, the Systems Analyst III is responsible for developing and implementing strategies to address problems relating to computer ease of use, reliability, mobility/remote access and systems management.

Why Work at Novus Insight:

- Collaborative, high-tech, and fun culture
- Medical/dental/vision/company-paid life/voluntary life/STD/LTD/pet insurance!
- Generous PTO and flexible schedules
- Safe harbor 401k contribution and company match
- Skills development, training, mentoring opportunities, and tuition reimbursement
- Profit sharing
- Referral and spot bonuses
- Apprenticeship program – we grow our own!

Essential Functions and Responsibilities:

- Advanced technology skill set and experience
- Relies on extensive experience and judgment to plan and accomplish goals
- Leads the work of others
- Provides technical assistance to users for a variety of software and hardware products.
- Installs new software releases and system upgrades.
- Coordinates with leadership to plan, design, and schedule the release of all software, hardware and operating systems updates.
- Installs, configures, and maintains the organization's computer systems and associated peripheral equipment.
- Maintains backups and monitors systems to ensure data integrity.
- Maintains operating efficiency and stability of clients' systems.
- Ensures the security and integrity of all clients' systems and data.
- Responds to outages and other issues and troubleshoots to resolution
- Assists in developing and implementing standard information technology concepts, practices and procedures.
- Develops and enhances processes and technical documentation, standard procedures, test plans, and reports.
- Prioritizes and responds to requests for service and may provide escalation support to support staff
- On-call when needed, including the ability to work outside normal work hours for projects, outages, or urgent matters.
- Other tasks as assigned.

Job Qualifications:

- **Education:** Bachelor's Degree or Associate's Degree and relevant advanced industry certifications associated with the technology used at Novus Insight, Inc. and customer sites or demonstrated proficiency in Novus Insight, Inc.-supported areas.
- **Experience:** 5+ years' experience
- **Skills:** A wide degree of creativity is expected. Strong computer, analytical and communication skills. Ability to systematically troubleshoot complex problems. Excellent organizational skills. Strong attention to detail. Strong oral and written communication skills. Must fulfill ITAR citizenship requirements. Essential skills that demonstrate an advanced skillset (not just familiarity) include:
 - Advanced Window Server skills including installation, configuration and management of features. Knowledge of Active Directory/Group Policy including Azure AD integration is important.
 - Advanced VMware knowledge including setup, configuration, management, and performance optimization
 - Advanced networking experience including switching (layer 2), routing (layer 3), firewall configuration, DNS (both internal and external), and network hardware configuration (both wired and wireless)
 - Advanced email knowledge including Microsoft Exchange, security and filtering services, and Microsoft 365.
 - Advanced knowledge of Microsoft 365 services including the ability to set up and configure new tenants, migrate and manage users, and troubleshooting Teams, SharePoint, and OneDrive.
 - Experience with SAN and NAS devices including setup, configuration, management and performance optimization.
 - Experience with project planning and execution.
 - Ability to fully document configurations and relevant information
 - Experience with Veeam backup and replication.
 - Some experience with Linux preferred
 - Ability to communicate with customers to explain projects, budgets, and impact
 - Understanding of enterprise security best practices including multifactor authentication, encryption, secure baseline configurations, log and audit management, and end user awareness training.



Physical Demands & Work Environment: The person in this position needs to frequently move about inside the office to access file cabinets, office machinery, etc. Continually operates a computer and other office productivity machinery. Frequently positions self to maintain computers, including under the desks and in the server closet. Requires the ability to manipulate small parts for the building of servers. The person in this position continually communicates with individuals; must be able to exchange accurate information in these situations. Must be able to view electronic information. Occasionally moves equipment. Frequently travels to business-related sites.

Generally normal conditions with reasonable workstation flexibility. Moderate noise (business office with computers and printers, light traffic).

Reports to: Chief Operating Officer / Chief Information Officer

Manage Others: No

Job Type: Analyst

Employee Type: Exempt, Full Time

Travel: Frequently throughout the state

Compensation: Based on qualifications

Relocation: No

With administrative offices located in East Hartford, CT and Jacksonville, FL – Novus Insight is a resource that leads and inspires innovation through state, regional, and national partnerships in information technology. We help smaller organizations “get out of the IT business” with managed services and IT leadership. For larger organizations with internal IT teams that are seeking critical skills or capabilities, Novus Insight can provide IT consulting, project support and management. The Novus team has a broad array of technical competencies and is always working with the latest technologies to leverage the best of what’s next.

Novus Insight is an Equal Opportunity Employer, M/F/D/V. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Vet-Friendly Employer.

Please direct resumes to Heather Petrone, Human Resources Manager, at hpetrone@novusinsight.com.