**Position Title**:  Backup Analyst

**Job Description**: Under the supervision of the Infrastructure Coordinator, the Backup Analyst is responsible for implementing strategies to address backup management, as well as day to day backup operations, remediation, and systems management.

**Why Work at Novus:**

* 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:**

* Maintains backups and performs proactive spot-checking to ensure data integrity.
* Performs remediation on backup job alarms, errors and warnings daily.
* Creates backup reports for clients as needed.
* Assists in the restoration of files and servers as needed.
* Maintains supporting infrastructure for backup operations.
* Coordinates and communicates with team members regularly and promptly escalates issues that require additional attention.

Other duties include:

* 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.
* Maintains operating efficiency and stability.
* Ensures the security and integrity of all backup systems.
* Responds to outages and other critical alerts.
* Develops and enhances processes and technical documentation, creates backup procedures, test plans, and reports.
* Prioritizes and responds to requests for service and may provide escalation support to support staff.
* Brainstorms solutions and proactively seeks to improve processes.
* On-call when needed, including the ability to work outside normal work hours for server upgrades and backup related tasks.
* Relies on extensive experience and judgment to plan and accomplish goals.
* Other tasks as assigned. May lead the work of others.

**Job Qualifications**:

* **Education: Bachelor’s Degree or Associate’s Degree and relevant industry certifications associated with the technology used at Novus Insight, Inc. and customer sites or demonstrated proficiency in Novus Insight, Inc.-supported areas.**
* **Experience: Advanced skill set & experience (1-3+ years)**
* **Skills: A wide degree of creativity is expected. Strong computer, analytical and communication skills. Extensive experience with Veeam Backup & Replication and Windows client and server operating systems. Experience with Windows Server/Active Directory. Ability to systematically troubleshoot complex problems. Knowledge of computer networking fundamentals including switching, firewalls, TCP/IP. Knowledge of server virtualization technologies required. Excellent organizational skills. Strong attention to detail. Strong oral and written communication skills.**

**Physical Demands & Work Environment:** The person in this position needs to frequently move about inside the office Continually operates a computer. 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.

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

**Reports to: Chief Operating Officer / Infrastructure Coordinator**

**Manage Others**:  No

**Job Type**: Analyst

**Employee Type**: Exempt, Full Time

**Travel:  Occasional**

**Compensation**: Based on qualifications

**Relocation**: No

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