

# Systems Analyst – Technical Support



## **Benefits:**

- Competitive compensation
- Medical, Dental, and Vision insurance
- 401(k) Retirement Savings Plan with substantial company match
- Life and Travel Insurance
- Tuition Assistance
- Wellness Reimbursement Program
- Paid Holidays and Vacation

## **What is a Systems Analyst – Technical Support?**

This role is within the Information Technology Technical Support group which supports the Company's Information Technology infrastructure and maintains a high availability operation.

## **What does a Systems Analyst – Technical Support do?**

- Supports the Corporate IT Infrastructure, including database administration, application systems support, network design and administration, server systems management and general cyber security design and administration
- Performs system performance analysis, troubleshooting and software installations
- Applies corrective changes, assists in network planning and the development of recommendations
- Database design, security and administration

## **What does it take to be a Systems Analyst – Technical Support?**

### **Required:**

- An Associate's degree in Computer Science or Computer Information Systems and at least three years of experience in an IT Technical Support related field
- Must have a proven record of accomplishment in application and infrastructure support. This is not an application programming or helpdesk position.
- Ability to work with internal customers and outside vendors to resolve application, server and database issues using software support tools
- Must be able to implement specialized computer based projects while working alone or as a member of a team
- Well-developed written/verbal communication skills and planning and organizational skills
- Must be able to work with minimal supervision, work well under pressure, and adapt to a variety of assignments
- Must be able to work off-hours and weekends when required and be available 24/7 for scheduled callout support
- Valid driver's license

### **Preferred:**

- A Bachelor's degree in Computer Science or Computer Information Systems and at least three years of experience in an IT Technical Support related field
- Working knowledge of Microsoft Windows Server, Linux, Active Directory, Group Policy, Scripting and Virtualization
- Hands-on experience as a DBA in an enterprise environment
- One or more recognized technical certifications
- Experience in cost control, cost reductions, and return on investment justifications

Please go to [www.centralhudson.com/employment](http://www.centralhudson.com/employment). Click the "Search Career Opportunities" button. Follow the directions to submit an application and upload your resume for the desired position. **Applications sent via e-mail and US Mail will not be accepted. No phone calls or agencies, please. All replies will be held in strict confidence.**

*All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or protected veteran status. Central Hudson Gas & Electric Corporation takes affirmative action in support of its policy to employ and advance in employment individuals who are minorities, women, protected veterans, and individuals with disabilities.*

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