

## Position Opening

<b>Position:</b>	Network Support Analyst	<b>Location:</b>	Clarkdale
<b>Opening Date:</b>	January 31, 2023	<b>Grade:</b>	8
<b>Closing Date:</b>	Until Filled	<b>Wage:</b>	\$32.33 - \$49.51

### **Mission & Values**

Our Mission – Creating opportunities and solutions with quality products and exceptional people

Our Values – Profitability the right way... Integrity, Accountability, Excellence

### **Primary Job Function:**

The Network Support Analyst is primarily responsible for the management of IT projects pertaining to the installation and troubleshooting of all layer one media and devices. The Network Support Analyst is a key technical resource providing advice, training and technical support for the organization. He/She works closely with professional technical staff in evaluating current systems and making decisions on future development. The areas of responsibility include terminal and network installations, computer hardware and peripheral support, business dealings with vendors, and administration of network change control and documentation. The Network Support Analyst serves as the IT Department purchasing agent and as the Telco Systems Administrator. This position reports to the IT Manager.

**Please see below a brief summary job description.**

### **Essential Requirements:**

- Wear all required safety equipment including but not limited to steel-toed boots, hardhats, safety glasses, safety harness, ear plugs, dust masks, and gloves
- Ascend and descend stairs and ladders
- Use of both hands and have full motion of arms and hands
- Able to do bending, kneeling and twisting
- Lift up to 75 pounds
- Stand or sit at computer work stations for extended periods of time
- Work varying hours as projects demand
- Able to travel in state and out of state for up to a week at a time
- Able to drive the IT work van for hours at a time
- Required and predictable attendance

### **Knowledge, Skills and Abilities:**

- Seven years' experience preferred or equivalent education and experience may be accepted
- The position required a background of information data processing and business systems operations
- Familiar with a variety of the field's concepts, practices and procedures
- The position requires excellent time management abilities
- The individual should demonstrate initiative, exercise good judgment, and have the ability to achieve results
- Familiar with state-of-the-art technology
- Understand project management and control
- Ability to communicate ideas and problem solutions
- Ability to effectively work with people in other departments and/or outside of the enterprise
- Proficient written and verbal communication skills for communicating with employees and customers, record keeping and documentation
- Maintain a valid driver license and acceptable driving record
- A wide degree of creativity and latitude is expected

### **Duties and Responsibilities:**

- Maintain a safe working environment and comply with all SRMG and customer policy and procedures
- Organizes and administers special projects and executes project plans defined by the department and organization management
- Develop project plans, schedules and cost estimates
- Prepares reports for upper management regarding status of projects
- Recommends IT equipment needed for solution of the problem



## **Position Opening**

- Performs the installation of network and telecom equipment which includes data circuits, terminal, fiber, wiring, modems, and other remote devices
- Installs and supports computer hardware and peripherals
- Responds to users requests for support and assists in problem resolution
- Responds to requests from the help desk staff
- Provides phone switch programming and support
- Facilitates the ordering, installation and support of home business Internet services
- Maintains department inventory
- Acts as department purchasing agent
- Routine contact is required with employees and management at all organizational levels and with technology vendors
- Builds and maintains working relationships with team members, vendors, and other departments involved in the projects
- Perform all other activities incidental to this job classification

Internal Applicants-please complete an Internal Transfer Opportunity Request Form located in MySRMG>Human Resources>HR Forms and send to [akremer@srmaterials.com](mailto:akremer@srmaterials.com).

External Applicants-please complete an application on our website [www.srmaterials.com](http://www.srmaterials.com), email to [akremer@srmaterials.com](mailto:akremer@srmaterials.com) or fax to 928-639-8066.

*Salt River Materials Group(SRMG) is the commercial trade name for the marketing activities of Phoenix Cement Company and Salt River Sand & Rock. Phoenix Cement Company and Salt River Sand & Rock are independent divisions of the Salt River Pima-Maricopa Indian Community.*

***Salt River Materials Group preferentially hires Native Americans.***



**PHOENIX CEMENT**

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