



# Job Description

**Position Title:** Cloud Services Jr. Business Analyst

**Department:** Information Technology

**FLSA:** Exempt

**Organizational Relationships:**

**Reports to:** Director of Cloud Services

**Supervises:** N/A

**Collaborates with:** All departments

**Purpose:**

Under the general supervision of the Director of Cloud Services, the purpose of the Cloud Services Jr. Business Analyst is to assist in the management of various Cloud Solutions projects and deliver new services through timely implementation of technology projects while maintaining focus on customer services throughout the organization.

The candidate will be part of the Information Technology team and will proactively manage and build operational tools, give insight into our internal customers, and highlight trends. The candidate will act as a consultant to the organization in understanding the data landscape and provide information on where data exists, what limitations there may be, and how to manipulate it in order to turn it into actionable information.

In addition, the role of the Jr. Business Analyst is to; clearly communicate technical solutions in a user-friendly, professional manner; provide a conduit to escalate issue and clear the path for the deliverability of milestones and projects as needed.

**Key Competencies and Professional Qualities:**

- Knowledge and understanding in merging data across various Data Management System
- Understanding of data reporting and business intelligence.
- Highly motivated and driven individual with a propensity to take the initiative necessary tackle issues.

**Minimum Qualifications:**

- 6 months minimum technical experience and aptitude sufficient to support SaaS technologies.
- Able to meet the criteria described above in a competent and professional manner.
- Understanding of SQL queries.

**Education Requirements:**

- B.S. degree from an accredited University with a major/minor in information systems related field of study is required.

**Physical Requirements:**

- Normal, corrective vision range; ability to see color and to distinguish letters, numbers and symbols.

- Frequently required to sit, stand, walk, talk, hear, bend and reach.
- Ability to reach with hands and arms.
- Occasionally lift and/or move up to 50 pounds.
- Travel will be required in any area that Fox Rent a Car services.
- Applicants must be willing to work any day of the year as needed, including weekends (excluding company holidays).

**Work Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately quiet. The work environment is primarily indoors. The position requires extensive local travel.

**Important Notices:** This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the property.

**Last Revision Date: 02/15/2017 (MJR)**



# Job Description

**Position Title:** Service Desk Technician

**Department:** Information Technology

**FLSA:** Exempt

**Organizational Relationships:**

**Reports to:** Service Desk Manager

**Supervises:** N/A

**Collaborates with:** All departments

**Purpose:**

Under general supervision of the Service Desk Manager, provide software, hardware and network problem resolution, installation and configuration to all system users by performing problem diagnosis and guiding end-users through step-by-step solutions; clearly communicate technical solutions in a user-friendly, professional manner; provide one-on-one end-user training as needed; troubleshoot network printer problems; forward more complex end-user problems to Network Engineers; and perform related IT work as required.

**Key Duties and Responsibilities:**

1. Identify, diagnose and resolve issues as reported to the Service Desk either through the Service Desk Portal, via phone, or email.
2. Respond to requests for technical assistance and provide one-on-one problem resolution in a timely and professional manner.
3. Develop and demonstrate an understanding of customer and business needs within the Fox infrastructure.
4. Ensure an understanding of the Service Desk Portal and resolve tickets as assigned while ensuring proactive communications with all employees/internal customers.
5. Delivers, tags, sets up, and assists in the configuration of end-user hardware, software and peripherals.
6. Administer Google G-Suite, Amazon Web Services, and various cloud services.
7. Diagnose and resolve network or local printer problems, mobile device, scanner, Chrome devices, computer hardware, e-mail, Internet, wireless, and LAN access problems.
8. Service install local area network cabling systems and equipment as necessary such as network interface cards, wireless AP's and switches.
9. Develop and enhance interdepartmental relationships and communications by being proactive in communicating with all customers and setting appropriate expectations as necessary to ensure customer satisfaction at the highest levels.
10. Maintain current knowledge of industry technologies and continually strive to improve knowledge of internal operations.
11. Assist team members as necessary to ensure all tickets are responded to within set Service Level Agreements.

**Minimum Qualifications:**

1. 6 months minimum experience installing and supporting the above technologies.
2. Travel may be required depending on project load and resources.

3. Applicants must be willing to work any day of the year as needed, including weekends (excluding company holidays).

**Education Requirements:**

- B.S. degree from an accredited University with a major/minor in information systems related field of study is required.

**Physical Requirements:**

- Normal, corrective vision range; ability to see color and to distinguish letters, numbers and symbols.
- Frequently required to sit, stand, walk, talk, hear, bend and reach.
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**Last Revision Date: 02/14/2017 (KG)**