

# Infrastructure Analyst I

## Ihre Aufgaben

### HOW YOU WILL MAKE AN IMPACT

The Infrastructure Analyst I is responsible for supporting and optimizing the organization's IT infrastructure to ensure systems are reliable, secure, and operating efficiently. This role focuses on day-to-day infrastructure support, troubleshooting issues, and collaborating with IT teams to maintain and improve core systems that support business operations.

### System Management

- Monitor and manage day-to-day IT infrastructure, including servers, networks, hardware, and software systems
- Perform routine maintenance and system checks to ensure optimal performance and availability
- Assist with server administration and infrastructure upkeep

### Troubleshooting & Support

- Identify, troubleshoot, and resolve infrastructure-related issues in a timely manner
- Respond to system alerts, outages, and performance concerns to minimize downtime
- Provide Tier 2 support for infrastructure and system-related incidents

### Planning & Implementation

- Collaborate with IT team members and business partners to plan and implement infrastructure solutions aligned with business needs
- Assist in deploying new systems, upgrades, and enhancements
- Support ongoing infrastructure improvement initiatives

### Documentation & Compliance

- Maintain accurate documentation of systems, configurations, and processes
- Conduct periodic system audits and inventory tracking for hardware, software, and network components
- Follow established IT standards, policies, and security procedures

### Support & Collaboration

- Provide technical support and guidance during system installations, upgrades, and maintenance activities
- Work closely with internal teams and vendors to support service delivery
- Assist in developing and refining IT operational standards and best practices



Job ID  
**REF976780**

Arbeitsbereich  
**Informationstechnologie**

Standort  
**Fort Mill**

Leadership Level  
**Leading Self**

Job Flexibilität  
**Hybrid Job**

Rechtliche Einheit  
**Continental Tire the Americas, LLC**

## Ihr Profil

### WHAT YOU BRING TO THE ROLE

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent experience) Foundational understanding of IT infrastructure, including:
  - Networks (LAN/WAN)
  - Servers and operating systems (Windows preferred)
  - System security concepts
  - Backup and recovery processes
- Familiarity with infrastructure monitoring and support tools
- Strong problem-solving and analytical skills with the ability to troubleshoot technical issues effectively
- Solid communication skills with the ability to explain technical concepts to non-technical users
- Ability to work both independently and collaboratively in a team environment
- Strong organizational skills and attention to detail
- Eagerness to learn and grow within IT infrastructure
- Proactive mindset with a focus on continuous improvement
- Strong sense of ownership and accountability
- Customer-focused approach to IT support
- Legal Authorization to work in the US is required. We will not sponsor individuals for employment visas now or in the future for this job opening.

### ADDITIONAL WAYS TO STAND OUT

- 2-5+ years of related IT experience
- Experience with NetApp\Pure Storage
- Exposure to virtualization technologies (VMware or Hyper-V)
- Basic scripting or automation knowledge (PowerShell a plus)
- Relevant certifications (CompTIA Network+, Security+, or similar)

## Unser Angebot

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