

Infrastructure Analyst I

Descrição da função

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



Identificação da vaga
REF976780

Área funcional
Information Technology

Local
Fort Mill

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
Continental Tire the Americas, LLC

Requisitos

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)

O que oferecemos

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
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- Volunteer Time Off
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- Employee 401k Match
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Quem somos

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