Title: Technical Support Analyst

Location: Tucson, AZ

Employee Type: Full-Time

Hours Per Week: 40

Travel: No

Relocation Covered: Negotiable

Desired Start Date: As soon as possible

Salary: $50,000 / DOE

Benefits: Medical and dental insurance, life insurance, disability, retirement plan, and more

PSI will not sponsor applicants for work visas.

Contact Information: PSI Human Resources, Email: hr@psi.edu

Summary Job Description:
The Planetary Science Institute (PSI) is seeking to hire a Technical Support Analyst to support the administrative and research staff as well as infrastructure systems and service facilities which includes software, operating systems, and hardware installation, maintenance, and troubleshooting for Windows, Linux, and Mac systems.

Primary Responsibilities/Activities:
- Install, configure, and maintain computer workstation hardware, software, and peripheral equipment.
- Desktop imaging, backups, and restores.
- Evaluate and address ticket requests in the trouble ticket system.
- Maintain endpoint security of workstations & servers by implementing virus and software scans, updates, and other required security protocols.
- Evaluate training requirements, develops materials, and trains users regarding computer operations, multimedia, web, e-mail, security, backup, software use, and file and computer maintenance.
- Basic website editing and admin.
- Maintain conference room A/V hardware and software.
- Maintain user accounts in onsite and Azure AD, and Google Workspace; and in local appliances like VPN.
- Support 3D and large-format printing facilities.
- Basic admin of cloud services.
- Create and maintain documentation for end-users and support staff.
- Asset and license management.
- Backup person for colocation responsibilities.
- Off-hours support or tasks as needed.

Note: Management may assign or reassign duties and responsibilities to this job at any time.

Required Knowledge, Skills and Abilities:
- In-depth knowledge of commonly used computer workstation & server hardware and software components.
- Skill in troubleshooting issues both in-person and remotely.
- Understanding of networking and network components.
- Understanding of management consoles in cloud environments.
- WordPress or Drupal experience.
- Windows and OS X experience.

- Strong ability to effectively communicate verbally and in writing.
- Effectively manage time and set priorities.
- Strong organization skills and ability to think analytically.
- Ability to work independently as well as on a team.

Preferred Knowledge, Skills and Abilities:
- Windows Server and RedHat/CentOS Server experience.
- Apache, MySQL/MariaDB, PostgreSQL experience.
- Knowledge of authentication systems.

Minimum Qualifications:
Bachelor's degree in Information Technology or Computer Science and 3-5 years of work experience in progressive positions as an IT support technician or help desk supervisor preferred, or an equivalent combination of education and experience.

Must be able to perform essential physical, mental and environmental conditions of the job:
- Mobility: frequent use of keyboard and mouse; frequent sitting for long periods of time.
- Physical: may need to carry and lift equipment up to 50 pounds and push or pull equipment on a hand truck or cart of up to 100 pounds. It may be necessary to bend, kneel, and reach to connect and disconnect equipment. It may be necessary to handle objects to build computer racks and shelves. Some tasks may require the use of a foot stool or step ladder.
- Vision: constant use of overall vision; frequent reading and close-up work; frequent color and occasional depth vision.
- Dexterity: frequent repetitive motion.
- Hearing/Talking: frequent hearing and talking, in-person and on the phone.
- Emotional/Psychological: frequent decision-making and concentration; frequent independent work and learning; frequent coordination of tasks with other co-workers; occasional off-hours responsibilities; may on occasion need to speak to groups.
- Reading/Comprehension: frequent interpretation and understanding of written (print and electronic) technical documentation, reports, web research results and user requests.
- Environmental: periodic exposure to noise and cold in the server room.

To apply for the position:
If you are interested in applying for this position, have the required skills, and you meet the minimum qualifications, please submit the following documents to hr@psi.edu:
- A cover letter that addresses your interest and qualifications for this position.
- Resume
- Completed Application and Voluntary Self-Identification form (can be found on www.psi.edu or by sending a request to hr@psi.edu).

Planetary Science Institute
Human Resources
1700 E. Ft. Lowell Rd., Suite 106
Tucson, AZ 85719
Email: hr@psi.edu

PSI is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran, or any other characteristic protected by law.

The Planetary Science Institute is a private, nonprofit 501(c)(3) corporation dedicated to Solar System exploration. It is headquartered in Tucson, Arizona, where it was founded in 1972. PSI scientists are involved in NASA and international missions, the study of Mars and other planets, the Moon, asteroids, comets, interplanetary dust, impact physics, the origin of the Solar System, extra-solar planet formation, dynamic evolution of planetary systems, the rise of life, and other areas of research. They conduct fieldwork on all continents around the world. They also are actively involved in science education and public outreach through school programs, children's books, popular science books and art. PSI scientists and educators are based in 31 states and the District of Columbia, and work from various international locations.