CREATIVE
PLANNING

Title: Systems Analyst

Location: Overland Park, KS

Job Description: **JOB SUMMARY**

The primary responsibility of the Systems Analyst is to ensure that Creative Planning has first rate reliability and stability and that all the employee's needs are met quickly to keep everyone operational.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

JOB DUTIES

- Provides user support for Windows workstations, Microsoft Office, and mobile devices
- Troubleshoot SaaS applications
- Responds promptly to requests in a courteous and positive manner
- Implements security measures as defined by management and maintains confidentiality
- Prepares documentation for troubleshooting and maintains knowledgebase of most common troubleshooting steps
- Ability to change direction fast and frequently

REQUIRED EXPERIENCE / QUALIFICATIONS

- 2+ years of experience in a technology support role
- Understanding of network concepts such as DNS, DHCP, routers and switches
- Familiarity with Microsoft 365
- Familiarity with Active Directory
- Proficient with MS Office
- Able to lift 50 lbs.
- Able to change direction fast and efficiently
- Minimum High School diploma or equivalent

PREFFERED EXPERIENCE / QUALIFICATIONS

- A+, Network+, or Security+ Certification
- Technical School or College