



Job Title: Information Technology (I/T) Services Analyst
Department: Information Technology
Reports To: VP, Information Technology
Exemption Status: Exempt (Salary)
Location: Store Support Center in Lenexa, KS

POSITION DESCRIPTION

Westlake ACE Hardware, a leader in specialty retail serving our communities for over 100 years, is looking to add an I/T Services Analyst to our Support Center office I/T staff.

This position is responsible for a wide variety of I/T functions including:

- Responsibility for telecom billing and administrative services for telephones, cell phones, PBXs, PDAs, radios, pagers, in-store music.
- Computer operations support including backup/recovery on IBM ISeries.
- I/T invoice and budget analyst and support, I/T contract support
- Equipment deployment and technical inventory management
- Administrative tracking of equipment deployment, technical equipment in the stores and equipment sun-setting.
- Vendor support.
- Coordination and development of I/T policy and procedure, including documenting I/T security protocols and policy, Business Continuity Plans and PCI P&P development.

If you want to work in a challenging but friendly environment using a variety of skills to help us deliver a 'Noticeably Superior Customer Experience', then we want to hear from you! Please review the following criteria.

ESSENTIAL DUTIES AND RESPONSIBILITIES –

- Provide daily computer operational support including maintaining operations procedures, handling tape libraries, and error logs. Performs daily, weekly and emergency backup procedures and ensures their accuracy. Performs file application and system recovery when needed. Ensure packaging and delivery of regular and special reports.
- Compile and maintain telecom services inventory and provide administrative support regarding telecom billings and entry into company's financials.
- Analyze and investigate telecom usage charges with the help of invoices and customer service representatives to identify billing errors and reduce cost.
- Administer data, download usage logs and suggest appropriate plans.

- Track technical equipment deployment, including equipment serial #s, date deployed and replacement dates.
- Assist with the development of Policy and Procedure for I/T department.
- Provide budgeting analysis for I/T budgets.
- Coordinate and manage mobile phone devices and vendor relationship.
- Work closely with vendors and establish partnerships to maximize service and good contractual agreements, including establishing new and/or upgrade services for retail locations.
- Assist Vice President of I/T in creation of department policy and procedures.

MINIMUM REQUIREMENTS

- A Bachelor's degree in Computer Science / Information Technology or equivalent combination of education and experience is preferred.
- Good knowledge of Information Technology fundamentals usually gained through 2-3 years working in an Information Technology department.
- Working knowledge of, and proficiency with, Microsoft-Office products,
- Strong analytical skills
- Excellent verbal and written communication skills

PREFERRED QUALIFICATIONS

- Experience working in the Telecom area of I/T – PDAs, local and long distance, PBXs, radios
- General knowledge of basic I/T security fundamentals.
- General knowledge of IBM ISeries platform a plus
- Has 2-3 years in managing I/T contracts and vendors.

TECHNICAL SKILLS

- Any network certification would be helpful but not necessary
- Any Telecom certification would be helpful but not necessary

SEND RESUME TO KATHY LEWIS AT
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