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## Position: Network Analyst Tier II

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**Location/Department:** Services

**Qualifications or Skill Required:**

- Active Secret Clearance
- Tier II Network Analyst experience
- Strong interpersonal and communications skills, both written and oral

**Responsibilities:** Supports the unclassified DISA IP networks as a Tier II Network Analyst. Performs higher-level network support, problem resolution actions/analysis and fault management support. Analyzes, tests, coordinates, troubleshoots, resolves, and documents the most difficult problems to include executing immediate configuration changes that are needed. Primary focus is on routing protocol problems, especially BGP and ISIS routing protocols. Plans, documents, coordinate, and execute future configuration changes. Interfaces and coordinates directly with network users, US government technical control facilities, and commercial carriers (e.g. MCI, Sprint, AT&T) during implementation and fault resolution. Directly interfaces with Tier III engineers, when needed, to resolve complex problems. Coordinates and works closely with network engineering and Field Engineers (FE)/Maintenance Technicians (MT) when problems are escalated to Tier II to provide effective and seamless user support. Coordinates and works closely with other NOC Tier II facilities to troubleshoot and resolve problems affecting the global network or users. Ensures Tier II network related actions are documented in the trouble ticket system to include Master Station Log entries. Performs second-level assistance to subscribers making new network connections or becoming operational. Monitors subscriber integration and network reconfiguration events and status. Ensures proper documentation within the Configuration Management Database and performs Initial Test & Acceptance of circuits. Maintains and allocates IP addresses and router port assignments for the network.

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## Working at TAG

Since 1984, Technology Advancement Group, Inc. has been an innovator in driving the IT industry to develop new products and is a leader in advanced hardware solutions for the rugged tactical IT arena. Our objective is to achieve the highest possible levels of service, delivery, and customer satisfaction consistent with our clients' requirements. As a privately held company and not a subsidiary or division of any other organization, TAG is able to proactively meet our clients' needs while simultaneously building our employees' careers.

### Culture

Our positions offer a unique opportunity to join a growing, dynamic company that is partnering with government to help ensure national security. We encourage innovation, creative thinking, and team player attitude. Come work in a professional environment that promotes corporate and personal growth yet fosters balance. Through your skills, creativity, and commitment to excellence, you can contribute to our country's national defense and have a great time doing it!

### Benefits

- Competitive pay

- Group health and dental coverage with prescription drug benefit
- Employee life and Accidental Death & Dismemberment (AD&D) coverage
- Annual vacation
- Sick leave
- Paid holidays
- 401(k) savings plan
- Direct deposit
- Credit union membership

TAG maintains a strong commitment to safety and requires that all new employees pass a drug test upon employment. Random drug screens may be a condition of continued employment.

### Equal Opportunity Employer

TAG is an equal opportunity employer and, as such, affirms in policy and practice to recruit, hire, train, and promote in all job classifications without regard to race, color, religion, sex, age national origin, citizenship status, marital status, sexual orientation, or gender identity. Furthermore, TAG will not discriminate against persons who are veterans of the Vietnam era. Similarly, considering the need for reasonable accommodation to their limitation, TAG will not discriminate against persons because of their handicap, including disabled veterans. EOE M/F/D/V

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