

# Talon Aerolytics – West Point, GA.

## Job Description – I.T. Analyst

An I.T. Analyst performs the duties detailed below and works with Senior I.T. Analyst, other operating departments, and the management team to ensure that those duties support the needs of the company.

## Duties and Responsibilities

### Compliance

Work under Senior I.T. Analyst to serve as the company's focal point for SOC2 and HIPAA security processes, procedures, evidence collection and provide responses to security related customer questionnaires.

### Desktop software and hardware inventory management

Support all company employees and contractors by supplying the desktops / laptops they need to perform their duties. Additionally, desktop software including Windows Desktop Apps., Gmail account set-up and peripherals.

### Billing

Learn and understand the monthly billing for Talonview Sessions in coordination with the accounting staff and billing system vendors.

## I.T. Analyst – Required Skills and Qualifications

I.T. Analysts – require at least a bachelor's degree in I.T. or an equivalent field of study. Some experience in the field preferred. The following skills are required:

- **Education** – A undergraduate degree related to technology, business, accounting required. Studies in or experience with Security / Compliance preferred.
- **Technical skills** – I.T. Analysts should have extensive training on computer software and hardware, including servers and systems.
- **Communication skills** – strong written and verbal communicators, able to communicate with team members, management personnel, and end users throughout the organization
- **Problem-solving skills** – this role also requires excellent problem-solving skills, especially when it comes to directly addressing user issues with software or hardware.

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