

Job Analysis

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IDS 493

Instructor: Dr. Gordon-Phan

Due: 7/7/2024

Abstract

Since I am a cybersecurity student, IT positions are a great starting point for my career. Without a solid foundation of IT principles and technical IT experience, working in the cybersecurity field is virtually impossible. This is why I chose to analyze the job ad for a tier 1 IT support analyst at Woolpert. I talk about all of the soft and hard skills that are required and insinuated by the job post. As well as how my personal experiences from my internship have helped me in analyzing this position. I also talk about the company culture and how they have articulated these values to the applicant. There will also be discussions on the responsibilities and qualifications for the position.

Introduction

After searching through various job board sites, I found one job post on Indeed that really stood out to me. The job ad was for an IT support analyst 1 role for Woolpert, Inc. Woolpert is an architecture, engineering, geospatial (AEG), and strategic consulting firm. They are also a very tenured company with over a century of experience. As a consulting firm, they have various contractors and must be able to work alongside many companies at a time. I chose to conduct my analysis on the IT support analyst 1 role at this company because while none of their consulting specializations are within the field I study, cybersecurity and IT are the backbone of all these departments.

IT Support Analysis Skills and Responsibilities

Since this job ad is for a tier 1 IT support analyst, the responsibilities of the job are related to being the front-line support for end users. End users are able to put in requests for help called “tickets”, and it is a part of the duties to respond and resolve these requests in a timely manner. To do this job effectively, the post states that the applicant will need to “...diagnose, evaluate, and resolve complex problem situations...” In other words, you will need to have great technical and troubleshooting skills to assess each situation correctly. This also applies to understanding when to escalate a ticket to the appropriate IT staff if the issue is not within your capabilities to solve. Customer service is also very important when working directly with the end users so soft skills like communication and adaptability are crucial when working in this environment. During my internship, I was on an internal IT support team that was on the front lines so I understand just how important it is to have these soft skills. This job’s responsibilities also include maintaining incident records, producing reports, and applying techniques to create accurate asset inventory to support asset management decisions. These tasks along with using a

ticketing system all require you to have great organizational skills. It also lists some hard skills and technical experiences that would help you qualify for the position. Experience in cloud-based technologies, workstations, desktops, internal PC components, a strong Microsoft Windows background, and working with system management platforms are a few examples in this ad. They also From my internship experience, I can understand why all of these technical experiences would greatly help your job performance. The job post specifically mentions that having the Microsoft A plus certification is a major hiring factor. However, I think that having the Compia A+ certification would work just as well, but also having the Compia Network+ would help immensely when it comes to proving your problem-solving and troubleshooting skills.

The Job Fit

I believe that this job is a great fit for an upcoming graduate like myself. This is because the formal education and certification recommendation listed says that a college degree and Microsoft certification a plus are both highly recommended. I am currently working on my Compia security+ certification that supersedes the certification they requested. So once I get certified and graduate, both relatively soon, I will have both recommended levels of education and certification. This is also a job that I have some internship experience doing so I already have some technical experience with the systems that they are looking for. Such as inventory asset management skills and system management platform experience. Also, the IT classes I have taken have mentioned all of the hardware and systems the post mentioned, so I will at least have background knowledge to work off of. I have also built up some of the soft skills that this job insinuates through my previous jobs and experiences. I have many years of customer service from my internship as well as retail jobs. I also have teamwork and leadership skills from my

role as the captain/manager for one of the ODU esports teams. This job is a good stepping stone for my cybersecurity career because to break into the cybersecurity field, you need to secure your foundational knowledge by working in the IT field first.

Company Culture

I visited the Woolpert company site where I was greeted by their achievement of receiving the “Great Place to Work” award for seven straight years. They also had a dedicated section to speak about their core values. These values are supportive, focused, progressive, industry-leading, high-performing, and balanced. This can be seen within the ad where the company says, “As a firm that recognizes the importance of developing top talent from within, our employees have access to a wide range of training and coaching programs and are rewarded for their achievements through our excellent benefits package and competitive salaries.” The support and dedication to cross-train employees is not something that you see often at companies. I also discovered they have individualized benefit packages, but they generally include various insurances, tuition reimbursement, and even relocation and moving assistance. So through their use of progressive employee development programs and thoughtful benefit packages, I can see why they received their awards for multiple years in a row. On Indeed there is a page where former employees reviewed their time working there and they all said it was a great place to work with a great culture. However, some challenges they mentioned were that compensation was lacking and career advancement at the company was not great due to the inconsistency of work. Also from my personal experience, customer service-related jobs will always have their own set of challenges when it comes to working with people who may not be in the mood to hear bad news. Although these concerns should be taken into account, I still think

the ad itself is very encouraging for applicants considering it makes me want to apply for it as well.

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