

Job Title:	Principal IT Systems Analyst
Location:	Jacksonville, FL
Employment Status:	Full-Time
Reports To:	This position will report to Sr. Manager, Infrastructure & Service Delivery
Travel (%):	< 10 %
<u>Major Roles & Responsibilities</u>	<p>Kraton is looking to hire a new member of our IT team in Jacksonville, FL. The Principal IT Systems Analyst position acts as an architect and provides comprehensive and progressive support in the domain, for example but not limited to (Cloud) Infrastructure and/or other enterprise IT technologies (SAP).</p> <p><u>Major Roles & Responsibilities:</u></p> <ul style="list-style-type: none"> • Provide follow-up, resolution, and closure of L3 assigned tickets and acts as a liaison between Kraton IT and its partners • Acts as architect in projects to provide enterprise expertise to assess impact to changes • Deliver professional and efficient incident management coordination and services • Respond to and monitor IT system management technical issues • Complete assigned project goals in full and on time • Perform relevant IT research and development activities to support emerging technologies • Effectively engage and maintain intimate relationship between product, process, and manufacturing teams related to products and developments. • This position requires the ability to collaborate and partner with peers and customers to identify solutions that meet the needs of the business <p><i>The statements above are intended to describe the general nature and level of work performed by employees assigned to this classification. Statements are not intended to be construed as an exhaustive list of all duties, responsibilities and skills required for this position.</i></p> <p><i>Kraton's internal talent acquisition team manages our recruiting efforts and from time to time works with pre-selected/pre-approved external staffing agencies. We do NOT accept unsolicited resumes or candidate referrals from recruiters and/or agencies who are not pre-selected/pre-approved.</i></p>
<u>Skills and Experience</u>	<ul style="list-style-type: none"> • Minimum bachelor's degree in Business Administration, Information Systems, Computer Science, or related field of study from an accredited college/university. • Additional certifications and related education a plus • Minimum of 20 years of relevant work experience in business process/systems analysis. • Individuals at this level are considered a subject-matter expert (SME) who works with minimal oversight. • The decisions made by individuals in this role have significant impact to the business spanning financial, organizational, and functional areas. • The individual at this level has broad understanding of the business and deep IT business/management systems knowledge. • This individual is an architect of solutions who defines the roadmap from concept to design to execution. • This individual is a strategic thinker with strong influencing, facilitation, communication, and leadership skills to drive change. • The individual is regarded as a trusted advisor to the business and while he or she operates independently, leading projects and project teams is expected. • Expertise in networking required • Specific experience with iWAN, BGP, Solar Winds, Cloud based infrastructures, VPN Clients, and Microsoft Suite a plus
<u>How to Apply</u>	Submit your resume to jobs@kraton.com