

## Job Description

<b>Job title:</b>	Infrastructure Analyst – Level 3 Network
<b>Reporting to:</b>	EMEA Infrastructure Manager
<b>Direct reports:</b>	None
<b>Division:</b>	IT

## Purpose of job

Associates in this role, function as information technology (IT) professionals serving as technical experts in the planning, design, implementation and support of IT Infrastructure services in the EMEA region

## Key duties and responsibilities

- Configure, Deploy and Maintain Cisco network devices across EMEA
  - Configure and deploy a world-class network infrastructure to align with and support the current and future business needs.
  - Design and development of complex, integrated solutions to meet business requirements or enhance performance of Garmin's IT Infrastructure services
  - Perform regular maintenance of network infrastructure to ensure that systems are secure and protected
- Identify opportunities to optimize return on investment, efficiency, reliability, and simplicity of Garmin Europe's infrastructure systems and services.
- Continuously develop technical subject matter expertise on established and emerging infrastructure technologies
- Provide input into the strategic direction of technologies within area of discipline
- Resolve and make decisions on more complex incidents and service requests
- Manage multiple Infrastructure projects for all EMEA locations:
  - Ensuring each project is aligned with Garmin's business priorities
  - Ensuring each project is well defined and has plans for success
  - Maintaining scope within time and budget constraints
  - Collaborating with local and global stakeholders in the design of IT solutions to meet business challenges and requirements
  - Delivers project status and summary project information to all levels of the business
  - Understands business impact of issues and how they relate to IT owned solutions
- Provide financial input on department or project budgets, capital expenditures or other cost/resource estimates as requested
- Responsible for the day to day support and maintenance of the EMEA infrastructure
- Create and maintain documentation.
- Provides 24x7 On Call support
- Shares knowledge and actively mentors less experienced analysts.

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## Department Specific Responsibilities

- Contributes to advanced technical research on new technologies
- Provides technical input to solution development plans and concept documents
- Consistently looks for opportunity in a changing business
- Regularly shares knowledge with other associates across IT
- Complete well defined complex tasks
- Independently determines general approach and specific solutions to technical problems
- Responsibly plans small to large projects or tasks
- Collaborates and adds value in design reviews
- Makes substantial contribution to determining the feasibility of team or functional goals and objectives
- Challenges the status quo and presents alternative ideas or proposals
- Leads research or development projects which may require the use of sophisticated project planning techniques
- Drives collaboration with other teams and departments
- Optimise systems using experience and deep knowledge within areas of discipline
- Ensure that all security requirements are met or exceeded
- Foresee risks and communicate and mitigate those before problems arise
- Demonstrate understanding of business impacts of issues and how they relate to IT owned solutions
- Communicate effectively in written and verbal form in a cross-functional setting with business partners
- Adhere to SOX, PCI, and other regulatory requirements as dictated

## Technical Requirements

Deep and broad understanding of IT Infrastructure and the relationship and interdependencies between technologies composed of:

- Datacentre technologies - Cisco Nexus, ACI
- Remote workers – Cisco ASA
- Mobile users – Cisco Wireless
- Routing and Switching – Cisco DMVPN, MPLS
- Security – Cisco ISE
- Authentication - RADIUS

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### **Education and experience**

- IT Industry recognised qualifications or equivalent experience
- Knowledge of analysis, design, and configuration of complex IT applications, local and wide area networks, heterogeneous server systems, and regulatory and security requirements.
- Demonstrated ability to solve moderately complex technical problems independently
- Demonstrated experience in successful implementation of technology solutions
- Demonstrated strong and effective verbal, written, and interpersonal communication skills
- Familiarity with project management methodologies such as AGILE or Prince2.
- Proven track record of project delivery – including the coordination and management of projects in a dynamic, fast paced environment.
- Strong troubleshooting, problem-solving and communication of issues, statuses, fixes and follow-ups.

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**Skills**

Competency	Level	Descriptor
Knowledge, Capabilities and Attitude	3	<ul style="list-style-type: none"><li>• Contributes to advanced technical research on new technologies</li><li>• Provides technical input to solution development plans and concept documents</li><li>• Understands business impacts of issues and how they related to IT owned solutions</li><li>• Communicates effectively in written and verbal form in a cross-functional setting with business partners</li><li>• Demonstrates ability to empathize with others</li><li>• Listens attentively and comprehends requests and needs; demonstrates contextual understanding</li><li>• Consistently looks at the opportunity in a changing business; regularly has an optimistic attitude</li><li>• Gives and receives feedback in a constructive manner</li><li>• Able to resolve conflicts with little assistance and, with coaching, can effectively deliver tough messages</li><li>• Exemplifies Garmin's Mission, Vision, Values and proactively works to improve Garmin's image &amp; culture</li><li>• Regularly shares knowledge with other associates across IT</li></ul>
Problem Complexity	3	<ul style="list-style-type: none"><li>• Demonstrates ability to complete well defined, complex tasks</li><li>• Provides reliable solutions to a wide range of difficult problems</li><li>• Actively and constructively contributes in high-pressure situations</li></ul>

Intended Degree of Work Direction	3	<ul style="list-style-type: none"> <li>• Works under only very general supervision</li> <li>• Independently determines general approach and specific solutions to technical problems</li> <li>• Demonstrates good judgment in setting schedules and taking risks</li> <li>• Determines effective courses of action rather than waiting for instruction</li> <li>• Manages time and makes good judgment on priorities and focus areas</li> <li>• Ability to multi-task in an organized method, with little instruction, while reliably delivering solutions</li> </ul>
Responsibility	3	<ul style="list-style-type: none"> <li>• Responsibly plans small to large size projects or tasks</li> <li>• Makes substantial contributions to determining feasibility of team or functional goals/objectives</li> <li>• Challenges the status quo by asking "Why?"; not afraid to think creatively and present new ideas; presents alternative ideas or proposals</li> <li>• Takes ownership of issues or problems and resolves them without passing blame</li> <li>• Leads research or development projects which may require the use of sophisticated project planning techniques</li> <li>• Drives collaboration with other teams and departments</li> <li>• Mentors one or more Tier 1 or 2 IT associates</li> </ul>
Internal Recognition	3	<ul style="list-style-type: none"> <li>• Professionally and successfully carries out complex projects and/or participate in project leadership or program planning</li> </ul>
Professional Accomplishments and Affiliations	3	<ul style="list-style-type: none"> <li>• Attends or participates in applicable Professional Organizations to bring outside knowledge to Garmin</li> </ul>

Signed .....  
(employee)

Signed .....  
(manager)

Dated .....