CREATIVE PLANNING

Title: Systems Analyst II

Location: Overland Park, Kansas

Job Description: **JOB SUMMARY**

The Systems Analyst II is responsible for supporting, maintaining, and optimizing the organization's business applications, and cloud services. This position serves as technical support, technical escalation point for complex issues, provides technology initiatives, and works closely with IT leadership to improve reliability, security, performance, and user experience.

We do not accept resume submissions from third-party recruiters or staffing agencies. Please contact our recruiting team directly.

JOB DUTIES

- Administer and maintain Microsoft 365 services including Exchange Online, Teams, SharePoint Online, OneDrive, and Entra ID
- Manage user accounts, licensing, authentication policies, and access controls
- Monitor system performance, availability, and capacity across cloud and on-premises environments
- Manage enterprise endpoint solutions including Microsoft Intune and endpoint security platforms
- Configure device compliance policies, security baselines, and mobile device management solutions
- Support cybersecurity initiatives including MFA, Conditional Access, endpoint protection, and vulnerability remediation.
- Support and troubleshoot business-critical SaaS and line-of-business applications
- Lead or participate in technology projects, infrastructure upgrades, and system migrations
- Develop and maintain PowerShell scripts.
- Serve as an escalation resource for complex technical issues

REQUIRED EXPERIENCE / QUALIFICATIONS

• Intune, Microsoft Defender, Exchange Online, SharePoint Online

• PowerShell scripting

• Industry certifications including CompTIA and Microsoft certifications

PREFERRED EXPERIENCE / QUALIFICATIONS

- A+, Network+, or Security+ Certification
- Minimum High School diploma or equivalent
- 2 – 3 years of IT Support experience