

Date Posted: Monday December 22, 2025

JOB OPENING ANNOUNCEMENT

Lancaster Area Sewer Authority is currently accepting applications for the following position:

Infrastructure Analyst

<i>Department:</i>	<u>100 – Administration Office</u>
<i>Reporting Location:</i>	<u>130 Centerville Rd., Lancaster, PA</u>
<i>Rate of pay:</i>	<u>Commensurate with experience</u>
<i>Hours of work:</i>	<u>8:00 a.m. – 4:30 p.m. Monday-Friday</u>
<i>Requirements:</i>	<u>See attached job description</u>
<i>Additional information</i>	N/A

If you are interested in applying for this position, please read the following:

1. To be considered for employment, an “Application for Employment” must be completed. Attaching a personal resume is encouraged.
2. Before completing an application, review the job description to ensure you possess the knowledge, skills, abilities, and licenses/certifications that are required for the position for which you are applying. In accordance with the Americans with Disabilities Act, LASA will strive to provide reasonable accommodations for interested individuals with disabilities who would otherwise meet job requirements.
3. Completed applications can be found on the company website: www.lasa.org, and should be returned to the attention of the Human Resources Manager at the Administration Office located at 130 Centerville Rd., Lancaster, PA 17603 or sent via email to HRmanager@lasa.org. All new hires will be required to successfully pass a physical exam and drug test as a condition of employment.

AN EQUAL OPPORTUNITY EMPLOYER

Lancaster Area Sewer Authority complies with all federal, state, and local laws which prohibit discrimination based on race, color, religion, sexual orientation, gender identity, national origin, age, veteran or disability status, marital status, ancestry, genetic information, or any other legally protected characteristic.

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Position Title:	Infrastructure Analyst
Location:	Administration
FLSA Status:	Exempt (Salaried)
Union Affiliation:	None
Reports To:	Information Technology Manager
Supervises:	None

General Summary:

The Infrastructure Analyst is a hands-on technical practitioner responsible for supporting, maintaining, and improving LASA's physical, virtual, hyperconverged, firewall, network, endpoint, and cloud-connected infrastructure. The position requires advanced technical reasoning, independent prioritization, and the ability to evaluate multiple solution paths to support reliable operations and drive improvements. The Infrastructure Analyst implements and maintains secure configurations and cybersecurity controls at the direction of IT management, identifies risks and opportunities for improvement, escalates concerns appropriately, and participates in lifecycle planning, modernization efforts, and infrastructure design discussions. The position serves as an active contributor to infrastructure projects, performing research, analysis, configuration work, documentation, and coordinated execution. This position requires triage and support of Tier 1-2 support issues, remediating issues within the scope of experience and responsibilities, and escalating issues to Management when appropriate.

The Infrastructure Analyst is expected to provide excellent customer service and professional support to internal staff, external partners, and operational teams. The role requires strong communication skills, sound independent judgment within the scope of assigned duties, the ability to make well-informed technical decisions, and the discretion to escalate issues appropriately. Professionalism, reliability, and collaboration are essential, along with the ability to maintain effective working relationships across departments while ensuring service quality and operational responsiveness.

Essential Duties and Responsibilities

1. **Participate in Tier 1 through Tier 3 triage.** Investigate, delegate, escalate, and work tickets through resolution based upon team workload and operational requirements. Review, categorize, prioritize, assign, or complete IT support tickets. Document work performed and escalate as appropriate. Ensure issues are resolved or reassigned with proper criticality and clarity.
2. **Identify trends** such as recurring issues, patterns in support requests, and operational bottlenecks. Recommend remediation steps, process improvements, or standardization opportunities to IT Management.
3. **Support and maintain servers, virtual machines, hyperconverged systems, cloud-connected systems, and storage.** Maintain secure configurations and operational readiness of IT and OT network assets. Administer Active Directory, DNS, DHCP, and Group Policy under the guidance of senior staff. Investigate and respond to infrastructure and network alerts.
4. **Standardize images for PCs, laptops, HMIs, and WOIs.** Deploy and configure endpoints and operator interfaces. Maintain OS and application patching, configuration compliance, and

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lifecycle records. Support mobile devices including enrollment, configuration, compliance policies, software deployment, and remediation.

5. **Configure switches, routing, VLANs, wireless systems, and network access controls.** Assist with firewall configuration including rules, updates, baselines, NAT, VPN, and monitoring. Support segmentation across IT and OT environments. Troubleshoot network and firewall issues and escalate when required.
6. **Analyze system performance trends,** configuration drift, and operational trends to support future planning, modernization efforts, and improvement initiatives.
7. **Implement system hardening, secure configurations, and assigned cybersecurity controls** at the direction of IT management. Support identity hygiene, vulnerability remediation, and log review. Identify potential security concerns and escalate promptly. Follow NIST-aligned practices for configuration, documentation, and technical changes.
8. **Lead or support small to mid-sized projects** such as cybersecurity improvements, datacenter or network upgrades, system upgrades, and infrastructure. Assist with lifecycle deployments for servers, switches, firewalls, operator interfaces, and endpoints. Coordinate tasks, scheduling, testing, and documentation with internal teams and external vendors.
9. **Monitor backup jobs,** resolve issues, and restoration as required. Participate in disaster recovery documentation and exercises.
10. **Maintain accurate documentation** including configuration records, SOPs, standards, diagrams, ticketing updates, and asset information. Maintain change documentation and follow all IT governance requirements.
11. **Perform hands-on technical tasks** including PC lifecycle activities, hardware installation, endpoint deployment, HMI and WOI configuration, and field troubleshooting. Coordinate with operations, engineering, and field staff to resolve technology issues impacting business or operational workflows.

Job Specifications

- *Indicated developed after employment

Knowledge

- Working knowledge of Windows Server Administration
- Working knowledge of Microsoft SQL Server at the administration level including service status, connectivity, and backup awareness.
- Knowledge of cloud-connected infrastructure systems and hybrid environments.
- Knowledge of virtualization platforms and hyperconverged systems.
- Comprehensive knowledge of computer networking
- Comprehensive knowledge of computer software such as Microsoft Office, and line of business application patching processes.
- Comprehensive knowledge of LASA policies, rules, and regulations*
- The Infrastructure Analyst is accountable for following all IT policies,

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Skills

- Technical troubleshooting across servers, networks, firewalls, endpoints, and applications
- Diagnostic analysis to isolate root causes and recommend corrective actions.
- Incident documentation, ticket management, and clear status communication
- Configuration of enterprise systems including Windows Server, virtualization platforms, switches, and firewalls
- Ability to manage workload, competing priorities, and interruptions while maintaining focus on time-sensitive or critical issues.
- Ability to plan, organize, and sequence work effectively, including coordination with other departments, vendors, and technical staff.
Ability to balance reactive support needs with proactive improvement work.
- Scripting skills sufficient to streamline routine tasks and configure devices.
- Hardware installation, cabling, labeling, maintaining clean, organized racking and cabling
- Project coordination including task planning, timeline estimation, and stakeholder communication
- Effective written and verbal communication with technical and non-technical staff

Abilities

- Ability to create and interpret technical diagrams, network maps, and system documentation.
- Ability to follow IT policies including change management and access control procedures.
- Ability to analyze needs, research options, and present well-prepared and concise recommendations.
- Ability to sit and operate a computer for extended periods of time.
- Ability to work in a team environment.
- Ability to demonstrate physical fitness, including prolonged periods of standing or sitting, squatting, bending, climbing, or descending stairs while carrying objects.
- Ability to provide off-hour support to LASA departments when problems are encountered outside of normal business hours.
- Ability to lift medium objects: up to 25 lbs. frequently; ability to lift heavy objects up to 50 lbs. occasionally.
- Ability to maintain confidentiality when monitoring and accessing electronic communication and information that might include management-sensitive information and personal employee information.
- Ability to assess and plan for infrastructure capacity needs including storage, compute, memory, and network utilization.
- Effective prioritization and decision-making that balances operational needs, business impact, urgency, and the consequences of inaction

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- Ability to coordinate technical work with internal stakeholders and external vendors to support operational continuity.
- High-quality customer service that reflects professionalism, clear communication, timely follow-up, and partnership with internal departments, operational teams, and external stakeholders.

Education or Employment Requirements

- Any combination of training and progressively responsible experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. An example of acceptable qualifications for this position is ten or more years of hands-on experience in Systems Administration, Networking, Infrastructure Support, or closely related technical work in enterprise manufacturing, utility, or critical-infrastructure environment. Industry certifications or technical coursework may supplement experience but are not required.

Required Licenses and Certifications

- Valid Driver's License – Class C (at time of hire)

Working Conditions

- Work is performed independently in office and operational environments typically during normal business hours. Interruptions should occur only for issues that require prompt attention, such as time-sensitive matters or problems affecting business-critical or operational systems. After-hour work may be required, as coordinated in advance to support system upgrades, maintenance windows, infrastructure implementations, or other planned projects when such work cannot be performed during normal business hours.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be misconstrued as an exhaustive list of all responsibilities, duties and skills required in performing the job.

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Position Title: Infrastructure Analyst

Human Resources Department

Date: UNDERLINED DATE

Reviewed by: UNDERLINED NAME, TITLE

/s/ _____

Union

Date: UNDERLINED DATE

Reviewed by: UNDERLINED NAME, TITLE

UNDERLINED NAME, TITLE

UNDERLINED NAME, TITLE

UNDERLINED NAME, TITLE

/s/ _____

Executive Director

Date: UNDERLINED DATE

Reviewed by: UNDERLINED NAME, TITLE

/s/ _____

Created: UNDERLINED DATE

Revised: UNDERLINED DATE

Latest Revision: UNDERLINED DATE