

POSITION DESCRIPTION

TITLE: Service Desk Analyst – (Part-time, Temporary, Contingent)

Collective Bargaining – Ineligible – Contingent

Contingent positions are not eligible to participate in collective bargaining.

JOB SUMMARY:

This position reports to the Desktop Support Coordinator in the Office of Information Technology (OIT) and resolves complex technical issues escalated by our Tier I/II/III/IV teams. The incumbent should be able to perform high-level onsite dispatch to troubleshoot/resolve client requests. Ensure that all work performed is documented in Service Desk and completed in a timely, accurate and detailed manner. Assist all teams on specific projects and assist with contributing ideas to strategically address client IT needs. Complete escalations work and various projects as assigned by the Assistant Vice-President of Information Technology.

Must be well organized and possess good communication and technology skills. Receives minimal supervision and exercises considerable discretion and judgment in all work areas. Handles confidential and sensitive issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the employee handbook.
- Provides technical support and troubleshooting assistance to the campus via e-mail, telephone, and office visits.
- Provides technical/virtual support for Microsoft Office suite, Windows and MAC Operating Systems; and Windows XP and MAC OS X client configuration and management.
- Configures and troubleshoots Office 365 and Google Apps.
- Performs remote Desktop Services.
- Responsible for helping to implement creative and effective technology solutions for campus users; stays abreast of technology changes in software and hardware products; participates with other computer support staff in evaluating, documenting, and improving support procedures and services.
- Responsible for creating and updating the Service Desk Policy and Service Level agreements based on respective OIT departments.
- May lift and move computers, monitors, and other hardware as required.
- Supports the One-Card System with updates to the system.

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MINIMUM QUALIFICATIONS:

- Education: High School Diploma or equivalent; Associate's degree or above preferred.
- Experience: At least one to two years of recent relevant experience in a customer service industry, higher education, etc.
- Proficient in Microsoft Windows 7/8/10, Mac OSX, and Microsoft Office.
- Self-starter with demonstrated ability to learn.
- Client focused with an ability to maintain relationships and resolve client conflicts.
- Strong verbal, written and organizational skills including spelling, grammar and record maintenance procedures.
- Strong attention to detail.
- Ability to handle sensitive situations.
- Ability to lift approximately 30 pounds.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.