

FISK UNIVERSITY

Job Description Form

Position Title: Help Desk Analyst
Department: Information Technology Services (ITS)
Reports To: Network Administrator
FLSA Designation: Non-Exempt
Bargaining Unit Position: Yes
Date Written/Revised: April 2008

POSITION SUMMARY

Primarily, the Help Desk Analyst serves as the first level of support for all IT related services at the University. The major areas of responsibility include:

1. Level 1 Support for PC, Printer, Network and Telecommunications Issues
2. Research and Development

ESSENTIAL FUNCTIONS

Level 1 Support for PC, Printer, Network and Telecommunications Issues

- Assists in the field and over the telephone with troubleshooting PC and network problems when appropriate.
- Operates all IT administrative and assigned academic systems at a high level of service, performance and reliability.
- Manages daily functions of the help desk by answering calls into the help desk from users; and providing Level 1 support for the most common problems on PC Support, Network support and Banner support.

- Serves as the secondary contact for the Email Administrator function. This includes assigning new users, security, and deleting old users. This may also entail user training on the Microsoft Outlook email client.
- Installs, configures, and distributes newly acquired hardware to end-users.
- Coordinates activities with vendors when needed to provide Level 2 and Level 3 support.

Research and Development

- Analyzes the weekly trouble tickets and presents a weekly report to the IT staff on corrective actions to meet service level targets.
- Develops and implements all policies and procedures to be used by the Help Desk function and holds in-service training for IT staff and key user department.
- Develops and implements the support strategy for the IT department in terms of Level 1 support and obtains IT staff support for implementing the strategy.
- Researches and implements "benchmarked" best practices of Help Desk operations and sets up mechanisms for achieving a top rated help desk operations, which meets weekly close rate and satisfaction level goals.
- Develops and maintains in an updated database scripts for common problems and disseminates that information regularly to the user community in the newsletter and other communications.
- Develops and maintains quality control methods to ensure integrity of the Help Desk Operations, data collected, and actions taken by IT staff for problem resolution.
- Designs and implements the annual user satisfaction opinion survey and use the results to establish annual service level targets which is incorporated into the IT Balanced Scorecard.

SECONDARY FUNCTIONS

- Manager of Infrastructure Delivery Services in delivering a quality service to both the academic and administrative communities.

ORGANIZATIONAL RESPONSIBILITY

No direct reports.

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of all aspects of Help Desk Operations.
- Excellent customer service skills to include good oral and written business communication skills.
- Strong PC skills in all Microsoft applications (Word, Excel, PowerPoint, Access etc.) in addition to Project Management Tools.
- Self starter with ability to work independently or in a group/team effort; good people relationship skills.
- Demonstrated ability to meet deadlines, i.e., goal and task oriented; must be able to follow-through on tasks and/or goals.
- Ability to assist with development of presentations for internal and external presentations related to the Help Desk operations.
- Solid knowledge of all IT data center functions, administrative software applications in an educational environment or other related industry; and hardware support requirements.
- Prior experience with developing proposals, grants and identifying sources of funding to support the Help Desk function.
- Knowledge of basic network design, technologies

QUALIFICATIONS

Education: Bachelor's degree in computer science, information systems or related field preferred. Additional professional qualification would be an asset.

Experience: Solid vendor management experience; Current knowledge of existing and new IT systems focusing on user support and training tools. Data analysis skills for decision support activities.

Licenses or Certificates: Help Desk Operations; Even though a certification in systems administration would be an asset, it is not required.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; talk and hear. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Normal office conditions. The noise level in the work environment is usually moderate.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.