



Help Desk Analyst

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Help Desk Analyst	PN354	Salary Sch: IP, SG 11	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

Basic Purpose:

Positions in the Help Desk Analyst classification are responsible for monitoring and resolving problems with information system products and services that are unresolved by front-line Help Desk staff. This requires the incumbent to be fully knowledgeable of appropriate tools and technologies to provide optimal solutions in meeting customer needs. The focus of the work is to quickly identify and resolve escalated technical problems in a timely and accurate manner. Incumbents provide feedback and technical guidance to a staff of student employees.

Essential Functions:

- Work with University IT staff, non-technical personnel, students and external customers in resolving escalated computer use problems, procurement issues, Local Area Network set-up and implementation of information technology projects;
- Provide front-line Help Desk support staff (students) with feedback and guidance on technical matters;
- Keep abreast of emerging technologies in computing systems and methodology;
- Recognize, identify, isolate and resolve problems with information system products and services;
- Assist in development and implement new approaches, methods, procedures and enhancements to improve Help Desk performance and achieve optimal customer service standards;
- Serve as a liaison between customers and C&IT departments and participate in Help Desk outreach activities; and
- Answer Help Desk support requests via phone calls and email during peak times.

Minimum Qualifications:

- Knowledge of /windows/Macintosh hardware and software;
- Knowledge of various desktop software programs;
- Knowledge and experience of specific operating systems, networks, platforms, programming languages;
- Knowledge experience with data communication software and a variety of data communication protocols;
- Skill in oral and written communication;

- Ability to handle difficult situations diplomatically;
- Skill in solving complex problems quickly; and
- Strong customer service orientation.
- Proficiency in use of common desktop software and applications programming languages typically acquired through formal education or equivalent direct experience;
- Recognized expertise in troubleshooting and problem resolution;
- Demonstrated ability to work effectively with customers and technical staff to resolve problems; and
- Demonstrated customer service orientation.