



DATE ISSUED: 07/12
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

Service Desk Analyst I

JOB SUMMARY

The Service Desk Analyst's I role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain Office of Technology expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as remote support tools. Provide varied tasks and solutions relating to the direct telephone support of end users of technology systems and services. The Service Desk Analyst I actively works to trouble shoot problems related to hardware and software; direct users to appropriate Office of Technology staff for support, development, and training, and escalate end user issues and concerns as required for appropriate and timely resolution. Work is performed under the general supervision of the Supervisor of the Service Desk and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Supervisor, Service Desk

Supervises: No supervisory responsibilities

ESSENTIAL DUTIES - May include, but not limited to the following:

- Evaluates documented resolutions and analyze trends for ways to prevent future problems.
- Alerts management to emerging trends in incidents.
- Assists in software releases and roll-outs and communication to the end users.
- Fields incoming requests to the Service Desk via telephone, e-mail, and chat to ensure courteous, timely and effective resolution of end user issues.
- Documents all pertinent end user identification information, including name, department, contact information and nature of problem or issue.

- Builds rapport and elicit problem details from service desk customers.
- Prioritizes and schedules problems. Escalates problem (when required) to the appropriately experienced Office of Technology staff.
- Records, tracks and documents the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Applies diagnostic utilities to aid in troubleshooting.
- Accesses software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identifies and learns appropriate software and hardware used and supported by the organization.
- Installs anti-virus software and ensure virus definitions are up-to-date.
- Performs preventative maintenance.
- Tests fixes to ensure problem has been adequately resolved.
- Performs post-resolution follow ups to help requests.
- Develops help sheets and FAQ lists for end users.
- Manages and ensures end-user expectations are met.
- Maintains responsible use of work area hardware, software, peripheral equipment, tools and test equipment.
- Provides end user support for standardized software installation and use, including training, troubleshooting, and problem resolution.
- Assists other members and functions of the Office of Technology department as required.
- Follows and maintains procedures and policies to ensure the security and integrity of systems/networks/resources.
- Assists in the implementation of the institutionally appropriate and effective disaster recovery plans.
- Participates in IT projects as assigned.
- May be required to work a flexible schedule, including nights, weekends and holidays.
- Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.
- Serves as the single point of contact for information technology-related issues, problems and requests.
- Assists faculty, staff, and students with software and hardware training/instruction as needed.
- Responds to emergency or on-call situations in a timely manner.

ADDITIONAL DUTIES

- Participates in University or community related service that may directly/indirectly impact institutional goals or initiatives.
- Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Some college and technical short courses and seminars relating to computing and telecommunications preferred.

EXPERIENCE

One year experience preferred in information technology systems with emphasis on customer service and problem resolution, Service Desk or telephone support.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

- Knowledge of basic computer hardware.
- Experience with desktop and server operating systems.
- Application support experience.
- Working knowledge of a range of diagnostic utilities.
- Familiarity with the fundamental principles of ITIL and/or HDI.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to deal well with ambiguity and fast-paced change.
- Ability to use a personal computer and other office equipment, including university related software and equipment.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel. May be required to lift or move 25+ pounds.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex,

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sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.