



DATE ISSUED: 07/12
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Service Desk Analyst III

JOB SUMMARY

The Service Desk Analyst's III role is to ensure proper computer operation so that end users can accomplish business tasks. This includes actively resolving escalated end user help requests within established procedures. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as remote assistance. The Service Desk Analyst III is responsible for resolving any incoming telephone, email, or self-submit requests for technical assistance, documenting the incident information, diagnosing, and resolving the customer incident remotely. Technical assistance includes supporting a wide range of hardware and software requests and escalating the service requests to the Tier Two and Tier Three support teams as appropriate utilizing the incident management and request fulfillment processes. The Service Desk Analyst III serves as an escalation point for Service Desk Analyst's I and II's. In addition, the Service Desk Analyst III will participate in other projects as assigned by the Supervisor of the Service Desk. Work is performed under limited supervision of the Service Desk Supervisor 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:*

- Serves as a team escalation point for Service Desk Analyst I and II's.
- Assists the Supervisor of the Service Desk in monitoring incoming requests and handling escalated issues.
- Assists in training and coaching Service Desk Analyst's I and II's.
- 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 according to Office of Technology best practices.
- Acts as an escalation point for advanced or difficult help requests from Service Desk Analyst I and Service Desk Analyst II.
- Builds rapport with service desk customers.
- Escalates problems (when required) to the Service Desk Supervisor.
- 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.
- Installs anti-virus software and ensure virus definitions are up-to-date.
- Performs preventative maintenance.
- Tests fixes to ensure problem has been adequately resolved.
- Develops help sheets and FAQ lists for end users.
- Manages end-user expectations.
- Provides a high level of customer service while supporting faculty, staff, and students. Support includes, but is not limited to remote support of laptops, desktops, printers, phone, mobile devices, WLAN, classroom technology, video conferencing technology, and email.
- Provides Tier One support for all technology systems and software including but not limited to Desktops, Blackboard, Ellucian, and Oracle.
- Has knowledge of commonly-used concepts, practices, and executes procedures accordingly.
- Successfully troubleshoots issues, both independently and in collaboration, with all available technical resources.
- Identifies, researches, and resolves Tier One technical issues.
- Escalates technical issues that are beyond Tier One in a timely manner.
- Participates in IT projects as assigned.
- Achieves annual goals and objectives.
- 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.
- Assists Service Desk Management with reporting, analysis or testing tasks.
- Follows and maintains procedures and policies to ensure the security and integrity of systems/networks/resources.
- May be required to work a flexible schedule, including nights, weekends and holidays.

ADDITIONAL DUTIES

- Participates in University or community related service that may directly/indirectly impact institutional goals or initiatives.
- Serves as project lead when requested.
- 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. Associate's degree or Bachelor's degree preferred. ITIL/HDI certifications preferred.

EXPERIENCE

Three years of experience in a Service Desk or I.T. Help Desk environment, preferably in Higher Education. Additional job related experience may substitute for required education on a year for year basis.

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:

- Extensive knowledge of advanced computer hardware.
- Ability to coach junior staff.
- Experience with desktop and server operating systems.
- Extensive application support experience.
- Working knowledge of a range of diagnostic utilities.
- Advanced knowledge of ITIL-driven environment, and working knowledge of ITIL principles and processes.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly, business-friendly and technical language.
- Highly self-motivated and directed.
- Keen attention to detail.

- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Provides problem solving solutions over the phone, through email and live Web chat
- Excellent time management.
- Communicates, both oral and written, effectively with the management groups, end users, customers, and technical staff.
- Ability to adjust approach to effectively interact with users at all organizational and technical levels.
- Reliable and cooperative team player; displays consideration and respect for others.
- Ability to anticipate, identify, and solve critical problems.
- Self-motivated and proactive.
- Ability to thrive in a dynamic, fast-paced, demanding environment.
- Uses remote connection tools to resolve desktop issues.
- Knowledge in troubleshooting software, hardware, and basic network problems.
- Proficient with Microsoft Windows, Office, and Mac OS's, Blackboard LMS.
- Ability to use a personal computer and other office equipment, including related university software and email.

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 50+ pounds. May be required to work a flexible schedule, including nights, weekends and holidays.

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.

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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, 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.