Job Title:	**Service Desk Analyst**	Job Code:	**101125**
Job Family:	**Information Systems**	FLSA Status:	**Non-Exempt**
Pay Program:	**Administrative**	Pay Range:	**L01**
Typical Work Year:	**12 months**		

SUMMARY: Responsible for covering support aspects of technology for all district users including students, parents, faculty and staff. Duties include remotely resolving Tier 1 and Tier 2 support requests, handling walk-in customer service needs and escalating requests that require more advanced or specialized expertise. Accurately document all requests in detail for troubleshooting, escalation and reporting purposes. Perform work duties within established policy and documented work procedures, while also supporting continuous improvement efforts. A strong focus on exemplary customer service is required for all aspects of the job.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Provide technology support for IT Service Desk and Family Technical Support requests submitted via phone, online or walk-up. Provide solutions, offer workarounds and/or give guidance to resolve requests directly with the customer on first contact where possible. Troubleshoot Tier 2 requests, including account login and multifactor authentication, video conferencing tools, application, network connectivity, operating system, device driver and other issues within established guidelines. Document problem description and actions taken in detail. When necessary, accurately escalate and route tickets that require more specialized or advanced support resources.	D	45%
2. Perform Service Desk Identity and Access Management (IAM) tasks to ensure that appropriate and timely access is granted to new hires, job transfers, and employee and contractor terminations within established guidelines.	D	20%
3. Receive, log, handle preliminary communications and properly route calls and requests for the larger IT team and other organizational stakeholders. If necessary for the best Customer Service, maintain ownership of the resolution and customer interaction while other staff resolve the technical issues. Ensure that requests are properly closed out with the customer,	D	10%
4. Own the Customer Service experience for all issues resolved on the IT Customer Service Team. Maintain ownership and advocate for the customer on issues that do not have a clear responsible party until successful resolution is received. Ensure that requests are properly closed out with the customer.	D	5%
5. Coordinate hardware repair issues with third-party vendors; notify vendors of necessary repairs/parts and maintain accurate records of requests. Check-in/scan all new devices. Process departmental RMA's (return merchandise authorizations) and other items for shipping. Accurately document expenditures on non-warranty repairs.	W	5%
6. Facilitate solutions with customers while interacting with more specialized internal IT support teams and vendors. Document new resolutions and procedure updates to reduce future escalations.	D	5%
7. Identify, document and advocate for continuous process improvement as opportunities arise. Assist the Service Desk Team Lead in creating documentation for new technologies and processes.	D	5%
8. Perform other job related duties as assigned.	Ongoing	5%
	TOTAL =	**100%**

EDUCATION AND RELATED WORK EXPERIENCE:
- Associate's degree in computer science, information systems or another technical field or equivalent work experience required.
- Minimum of four (4) years of Customer Service experience with a variety of computer hardware, software and operating systems.

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Criminal background check required for hire.
- Must obtain ITIL Foundation and HDI Support Center certification within the first 6 months of employment.
- Industry recognized technical certifications in areas such as Microsoft, CompTIA A+ or others preferred.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Excellent Customer Service skills
- Ability to interpret and convey technical information to a non-technical audience
- Ability to maintain appropriate confidentiality with student data and sensitive support requests
- Demonstrated resourcefulness, responsibility and initiative
- Advanced computer troubleshooting, analysis, critical thinking and problem solving skills.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to manage multiple tasks with frequent interruptions, occasionally in urgent situations.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, District policies and building and departmentprocedures.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems.
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- Intermediate operating knowledge of and experience with personal computers, Macintosh computers, servers, peripherals, Windows and Mac OS
- Advanced operating knowledge of and experience with Microsoft Office.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Service Desk Manager	101124

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:
- This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand		X		
Walk		X		
Sit				X
Use hands and/or fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

	Amount of Time

WEIGHT and FORCE DEMANDS:	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct			X	
Compute		X		
Synthesize		X		
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	