

## **JOB DESCRIPTION**

BCGEU

1. Position No. 32030, 80049, 80273, 32077, 81376	2. Descriptive Working Title Service Desk Analyst		3. Present Classification SA 2
4. Department Information Management & Technology	5. Branch/Section Corporate Services	6. Proposed Classification	Date Revised Dec 2018; May 2021
7. Position No. of Supervisor 32023	8. Descriptive Work Title of Supervisor Manager Service Delivery		9. Classification of Supervisor Excluded Management
10. Job Summary:			

The Service Desk Analyst provides level one technical support on the IT Service Desk. He/she/they serve as first point of contact for clients seeking technical assistance over the phone or via our ticketing system. The position performs onsite and remote support and troubleshooting for the Home Office, all Regional Offices and Directly Managed Sites, while adhering to IM&T's policies, procedures and standards in undertaking this work.

11. Duties:
-------------

1. Provides levels one technical support on the IM&T Service Desk, onsite, over the phone and via remote support
2. Processes voice and electronically submitted Service Desk requests; actions tickets/requests; escalates to other IM&T teams when required; documents all activities in the Service Manager system and keeps system updated
3. Resolves clients' queries and ensure that relevant action is taken for service requests and where appropriate, to track, progress and pursue matters on the clients' behalf
4. Deploys, troubleshoots and performs regular moves/adds/changes of IMT equipment such as desktops, laptops, mobile devices (iPhone, iPad), desk phones, personal printers, scanners, encrypted USB devices, etc.
5. Places service calls and coordinates support and repair with print management vendor. Trains end users on replacement of printer toner for the affected department
6. Creates, modifies or deactivates user accounts including Active Directory, Exchange, JDE1, HIMS, SLICE, SMART, HC, Phone and voicemail system
7. Provides basic operation support for Local Area Networks, Wide Area Networks and Internet. Identifies faults and/or degraded performance, resolves or escalates to level three support. Troubleshoots phone/fax and VPN/internet issues at site offices.
8. Provides support for Citrix server application to users, including session/profile management of the server
9. Installs individual software packages and drivers; ensures that laptop encryption is enabled on all laptop computers
10. Works with clients as front-line support to identify high priority issues to be resolved or escalated to the appropriate team
11. Maintains and supports loaner and meeting room equipment. Responsible for training users on meeting room and video conferencing technology
12. Provides one-on-one orientation and training to users regarding basic functionality of technology as well as directing user to self-help and "how to" documentation

13. Creates user and system documentation, including technical, operational and end user guide sheets. Submits this documentation to the Senior Service Desk Analyst for approval and publishing in the Service Manager tool
14. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

1. Position No. 32030, 80049, 80273, 32077, 81376	2. Descriptive Working Title Service Desk Analyst	3. Present Classification SA 2
4. Education, Training and Experience		

Diploma in information technology, computer science, or other relevant discipline.

Completion of Microsoft MCSE or A+ Certification.

Considerable experience in progressively more complex and responsible work in a comparable environment.

Sound experience of each of the following: supporting desktop workstations and associated peripherals, providing first line support (help desk) to users, and working with Microsoft Office.

or an equivalent combination of education, training and experience acceptable to the employer.

5. Knowledge, Skills and Abilities
------------------------------------

**Core Competencies:**

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented
  
- Extensive knowledge of desktops, laptops, printers, mobile devices, and all peripherals including audio/video devices
- Extensive knowledge of Windows operating systems
- Extensive knowledge of Microsoft Office Suites
- Excellent organizational and analytical skills
- Excellent communication and inter-personal skills
- Excellent customer service skills
- Ability to train users
- Ability to work within a team of technical analysts and be a team player
- Ability to work effectively and independently with minimal supervision
- Ability to lift computer equipment over 40 pounds
- Ability to generate and articulate new ideas and adapt effectively to new technologies
- Ability to create and update technical and end user documentation
- Ability to excel working under pressure to meet deadlines and changing priorities
- Ability to arrange suitable transportation to travel to various worksites

6. Occupational Certification
-------------------------------