Help Desk Analyst

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<th>Helper Desk Analyst</th>
<th>PN</th>
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Union: P&A Union, Local 1979, UAW

**Basic Purpose:**
Positions in the Help Desk Analyst classification are responsible for monitoring events and resolving incidents and problems with enterprise information systems, infrastructure, products, and services and end user device diagnostics and repair. This requires the incumbent to be fully knowledgeable with the tools and technologies used to provide optimal solutions in meeting customer needs. The focus of the work is to identify, and resolve or escalate technical issues in a timely and accurate manner. Incumbents provide direct support and communication to customers (faculty, students, staff, alumni, guests, and technical support personnel) to assure that requests for support are captured and resolved with appropriate follow-up customer communication and solution documentation developed.

**Essential Functions:**

- Monitor events, reported incidents, and service requests related to IT systems, infrastructure, and services.
- Serve as the liaison between customers and C&IT departments assuring requests for service and reported incidents are appropriately captured, resolved, and triaged, including follow-up notification to the customer.
- Provide resolution to issues as appropriate for support personnel and develop technical documentation and knowledge base information that enhances support or customer self-help resolution capabilities for recurring situations.
- Keep abreast of emerging technologies in computing systems and changes to the WSU enterprise systems, services, infrastructure, and processes.
- Recognize, identify, isolate, resolve, and document problems with information system products and services.
- Diagnose, troubleshoot, configure and repair customer desktop/tablet/mobile device issues.
- Perform day-to-day operational responsibilities of the Help Desk as appropriate (answer phones and emails, sales and technology assistance for walk-in customers, develop and/or distribute reports, monitor activities, respond to alarms and events, mount and rotate tapes, operate devices such as printers and folder/sealer, etc.).
• Assist in the development and implementation of new approaches, methods, procedures and enhancements to improve Help Desk performance and achieve optimal customer service standards.
• Participate in Help Desk outreach activities.

Comments (Level Descriptions):
The Help Desk Analyst job family has four levels:

Help Desk Analyst I
This is the proficiency level for incumbents with responsibility for providing routine tier-one support, triage and resolution via voice and data communications or walk-in services. Incumbents may have the responsibility for providing simple and unique technical troubleshooting and repair assistance for end users of supported technologies, services, (i.e. networking, OS, browsers, applications, and offered services) and devices. Incumbents will be required to document events, incidents, problems, requests, and resolutions. Issues that are not resolvable by tier-one personnel must be effectively escalated for resolution including ticketing processes via the Information Technology Service Management (ITSM) system following the general guidelines of Information Technology Infrastructure Library (ITIL) and WSU procedures. The incumbent will be responsible for performing routine operational duties and processes of the Help Desk as assigned.

Help Desk Analyst II
This is the career level for incumbents with responsibility for providing advanced tier-one support and resolution. Incumbents may have the responsibility for providing advanced technical troubleshooting and repair assistance to end users as well as providing data to support Help Desk staff coaching opportunities, review knowledgebase articles to update the knowledgebase and to recommend discarding of obsolete information. Incumbents will be required to document issues using an ITSM system and assist Help Desk Analyst I employees resolve technically advanced issues related to networking technologies, enterprise system application, client operating systems, internet browsers, event monitoring systems, and non-routine operational duties.

Help Desk Analyst – Senior
This is the specialist level position and is assigned to perform the more complex and sensitive duties in the classification. Incumbents in this position may have the responsibility for: creating Major Incident Notifications to resolve service interruptions and assign tickets to advanced-tier IT resources; alerting Help Desk management and staff resources to provide rapid responses to incidents, problems, requests and outages; identifying and resolving unique desktop, tablet, and mobile device issues; communicating issue resolutions and major incidents to departmental staff to close out events; collaborating with Help Desk management to identify soft skills improvement opportunities for lower classified staff; sharing ideas and insights with Help Desk staff to increase skill levels and to reinforce team dynamics; identify knowledge gaps to contribute to Knowledge Base (KB), training, and online content; monitor tickets and customer service resolutions to ensure that Customer Satisfaction ratings do not fall below the C&IT standard of 95%.
Incumbents should be subject matter experts and primary support for an independent or multiple enterprise class systems and end user device issues.

Help Desk Analyst - Lead
This is the leadership level for incumbents who are responsible for coordinating Help Desk operations and providing work direction to two or more career level Help Desk Analysts. Incumbents develop and evaluate Help Desk problem determination and resolution techniques; uphold university policy guidelines and recommend improvements to guidelines to ensure the highest quality of service and availability for supported systems; participate on projects and cross departmental teams to represent the best interest of customer service and the Help Desk; work
closely with IT technical staff, management, and vendors to evaluate ticket resolution efficiency and effectiveness and plan for future expansions or enhancements in process, resolution documentation, and tier-one/advanced-tier relationships. Alternatively, a Lead level incumbent may be the subject matter expert for tier-N support and resolution for an independent or multiple enterprise class systems and complex end user device issues.

**Minimum Qualifications:**

- Knowledge of current desktop/tablet/mobile device and software operating systems;
- Knowledge of standard smartphone and tablet set-up and configuration;
- Proficiency in computer troubleshooting and repair, including diagnostics and re-imaging;
- Proficiency in use of common desktop software and ITSM applications typically acquired through formal education or equivalent direct experience, including support of Enterprise (or hosted) Systems;
- Knowledge of ITIL Foundations best practices;
- Knowledge of common browsers (i.e. Internet Explorer, Chrome, Firefox, and Safari);
- Knowledge and experience of specific operating systems, networks, system platforms, programming languages;
- Knowledge with data communication software and a variety of data communication protocols (Configuring and troubleshooting Wired and Wireless settings);
- Demonstrated ability to work effectively with customers, vendors, and other technical staff;
- Effective oral and written communication skills;
- Ability to handle difficult situations diplomatically and ability to solve complex problems efficiently and effectively.