



The Evangelical Covenant Church

JOB DESCRIPTION

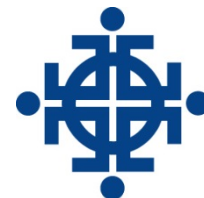
| | |
|--------------------|--|
| Position: | Service Desk Analyst |
| Team: | Operations – Information Services (IS) |
| Reports to: | Service Desk Manager |
| Supervises: | None |
| Status: | Exempt |

Summary

The Service Desk Analysts performs all functions related to providing high-quality, timely, technical support and ensuring a superior constituency experience. This position supports a variety of technical inquiries, requests, and troubleshoots elements. The support provided includes, but is not limited to: diagnosing hardware and software malfunctions, networks, internet, security and password issues, telephony, Microsoft Windows and Office, Email, communications, video conferencing, instant messaging, remote users and connections, and business applications. The Service Desk Analyst serves as the first level of support in providing high-level technical solutions to end-users.

Essential Functions

- Provide technical assistance and support to constituency for matters related to computer systems, software, hardware and telephones.
- Troubleshoot, analyze and solve end-user technical problems via phone support, remote desktop connection and/or visits to user locations.
- Resolve problems to the end user's satisfaction.
- Meet key service desk metrics and service level agreements.
- Monitor and respond quickly to requests received through the helpdesk via phone or email and follow up with end users to ensure issues have been resolved.
- Utilize and maintain the helpdesk tracking software.
- Interact directly with other IS personnel to determine the proper remediation for an issue.
- Perform quality assurance testing of new or upgraded hardware and software.
- Set up/refresh computer equipment and image/clone systems, as necessary.
- Assist in moving equipment to different locations within office.
- Assist in implementing mechanisms to identify chronic support problems and expedite resolution.
- Assist in implementation of quality improvement programs in IS.
- Provide technical support and best practice advice for offsite event planning and execution.



- Maintain expert knowledge of supported applications, hardware and mobile devices.
- Perform other duties and responsibilities as assigned by the Director of Information Services.

Education and Experience

Required:

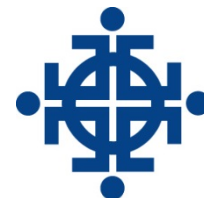
- 3-5 years of experience in technology support operations, including troubleshooting and supporting computer applications and operating systems.
- Bachelor's Degree in Management Information Systems, Computer Science, or related field required.
- Knowledge of Microsoft Office, Windows OS and troubleshooting PC hardware.
- Technical experience configuring and supporting networked workstations, laptops, printers, and related equipment.
- Professional certification in Microsoft Office User Specialist and Microsoft Certified Solutions Associate (MCSA): Windows 7, A+ Hardware or Network+ certification is a plus.

Preferred:

- Experience with workstation imaging and software distribution desirable
- MAC support experience desirable

Skills

- Mastery of Microsoft and Windows applications, databases development and management, and web technologies.
- Detail oriented, strong organization, prioritization and time-management skills are eminent.
- Excels in attention to detail with high level of accuracy in the preparation of documents, reports, and correspondence.
- Exceptional customer service skills.
- Strong analytical and problem-solving skills.
- Keen organizational skills and attention to detail.
- Superior written and verbal communication skills including the ability to effectively communicate technical information to non-technical users by phone, in person and in writing.
- Ability to understand customer needs and expectations to provide excellent service.
- Must be proactive and have the ability to work both independently and collaboratively with colleagues, end-users, and with external vendors.
- Works well under pressure and is able to accomplish multiple tasks, with conflicting priorities and timelines. Ability to track and report progress on a wide range of tasks, simultaneously.
- Ability to respond to and deal with a range of ad hoc queries/requests.
- Accepts criticism and dealing calmly and effectively with high stress situations.
- Ability to operate with discretion and confidentiality at all times.



- Maintains flexibility in approach and adjusts actions when appropriate.
- Ability to coordinate and manage logistics for small and large meetings.
- Excellent management and people skills to embrace diversity of schedules, backgrounds, formats, contexts, etc.
- Uses critical thinking skills, applying logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to address challenges.
- Self-starter, with the ability to work independently.

Environment Conditions

Able to work well in professional office setting, but occasionally works in remote locales. Occasional travel. Must be versatile and able to work for prolonged segments sitting or standing. Must engage frequently with office tools and equipment, such as: computer, copier, phone, web-conferencing equipment, cell communication, printers, etc. Must be able to occasionally lift or move items, less than 40 lbs.; and using machinery to move boxes and crates (Pallets, dolly etc.) Occasionally, pack and unpack, move and lift boxes that contain event materials.