

| Job Description – Help Desk Analyst I | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Working Title: | Help Desk Analyst I |
| Incumbent: | |
| Department: | Information Technology |
| Manager/Supervisor: | Information Technology Director |
| Position Summary | |
| <p>Serve as a first point of contact for customers seeking technical assistance with hardware and software related issues through the JIRA portal, on the phone, in person or by email. Perform remote troubleshooting through diagnostic techniques and escalate issues as required while performing a high level of customer service. Assist IT Director with administrative support.</p> | |

Duties & Responsibilities

- Monitor help desk system: emails, phone calls and personal visits for incoming requests and resolve or escalate accordingly
- Work closely and coordinate with Computer Support Analysts and Server Administrators
- Troubleshoot network, desktop, laptop, printer, hardware, software and other device issues
- Fully document all steps and communication for each issue
- Account management such as: creating accounts, resetting passwords, unlocking accounts, modifying user groups, and troubleshooting (Active Directory, GAFE, MyED BC, MS Lync, MS Exchange, Wi-Fi)
- Support MyEd BC software, data and reporting as required
- Educate and train end users on current operating systems, MS Outlook, MS Office, MyED BC, software and hardware functionality
- Build How-To guides, FAQs and short help videos
- Perform needs analysis in determining the Installation of software and hardware solutions
- Define and reimage operating system software where required
- Assists in ordering, receiving and deploying staff and student equipment
- Manage and maintain inventory of all staff and student devices
- Order and receive equipment based on district standards
- Reconcile invoices and purchase orders
- Maintain IT department intranet and website content
- Assist IT Director with general administrative and support duties (e.g. meeting scheduling, room booking, taking minutes, etc.)

Skill Requirement:

- Effective communication skills (written and verbal)
- Strong technical knowledge
- Plan, organize and establish work priorities
- Problem solving and decision making skills
- Accuracy; diplomacy and tact in day to day interactions.
- Maintain strong focus and attention to detail in working in a changing environment

Education/Experience:

- Completion of Secondary School Graduation plus two or more years of post-secondary training in computer science or technology
- 2-5 years of technical and client support in an information technology environment
- Knowledge of Microsoft Operating Systems, MS Server Operation Systems; Microsoft Active Directory
- Understanding of basic networking, its components and how networking operates
- Understanding of LAN/WAN concepts and how to troubleshoot
- Experience supporting and maintaining Microsoft Windows and Windows compatible applications

Scope of Independent Action

- The role is expected to use rationale and logic while drawing on previous experience in order to base decisions.
- Individual is self-motivated and is responsible for all decisions within the parameters of the role
- Independent suggestions to improve procedures to assist in department's efficiency are anticipated and encouraged.
- Demonstrate care and compassion while building successful relationships

| Knowledge, Skills, and Abilities Required | |
|------------------------------------------------------------------|-------------------------------|
| Incumbent must have: | Incumbent must be: |
| Positive Attitude | Adaptable & Flexible |
| Demonstrated Strong Customer Service | Team Player |
| Organizational Skills | Self-Motivated & Enthusiastic |
| Demonstrated Excellent Communication Skills (Verbal and Written) | Self-Confident |
| Strong Interpersonal skills | Able to Take the Initiative |
| Multi-tasking Abilities | Willing to Accept Challenges |
| Problem Solving skills | Dependable & Reliable |
| Attention to Detail | Proactive versus Reactive |
| Stress & Time Management skills | |
| Proven Windows software and database knowledge | |
| Ability to maintain confidentiality | |

COMPETENCIES:

Teamwork and cooperation is the ability to work co-operatively with diverse teams, work groups and across the organization that includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

Listening, Understanding and Responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.

Organizational Awareness is the acumen to appreciate and the ability to use the power relationships in either one's own, or other, organization(s). This includes the ability to identify the real decision-makers and the individuals who can influence them; and to predict how new events or situations will affect individuals and groups within the organization.

Planning, Organizing and Coordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing increasingly complex plans. It also involves monitoring and adjusting work to accomplish goals and deliver to the organization's mandate

Service Orientation implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

Problem Solving/Sound Judgment is the ability to analyze problems systematically, organize information, and identify key factors and options leading to successful outcomes

Leadership Competencies: Self-Management; Increased Capacity to Learn; Decision Making; Demonstrate Ethics and Integrity; Managing Change; Displaying Drive and Purpose