

HELP DESK ANALYST

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of a higher level technical position, an incumbent of this class receives help desk requests and evaluates problem or issue to either assign service requests to the appropriate technology staff or vendor using help desk database software, or attempt to diagnose and resolve issue independently when possible. The incumbent also trains staff on the use of help desk software. Supervision is not a responsibility of this class. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Takes service requests via the telephone, e-mail, and fax;

Logs all service calls into the help desk database;

Troubleshoots and attempts to resolve user problems remotely without dispatching technical support staff;

Updates requests as needed, and closes requests on the database after resolution;

Interfaces with IT for problem resolution;

Tracks service requests and refers service request to supervisor of appropriate work group if request has not been responded to in a timely manner;

Prints user or management requested reports, e.g., how many service calls were handled in a given time frame; how many service calls came from a particular building;

Trains staff on use of help desk software, e.g., technical support person may be asked to take a call directly from the help desk line. The support person would have to know how to log in service call and enter into the system how it was resolved;

Contacts end-users with service request updates and pertinent information, e.g., if there is a change in the original timeframe for resolving the problem;

Administers help desk user identification codes;

Makes recommendations to higher-level management regarding modifications to help desk processes and procedures and assists in evaluation of hardware and software for the purpose of improving service;

Maintains records of the installation, assignment, relocation and disposal of computer equipment, software and supplies;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May on occasion provide on-site IT technical support including installation, maintenance and troubleshooting of hardware and/or software which are supported by the help desk.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the terminology and concepts relating to user support; good knowledge of help desk software; good knowledge of computer terminology, concepts and applications; good knowledge of a variety of computer hardware, software and computer networks; working knowledge of local and wide area networks (LANs and WANs;) working knowledge of relational databases, e.g., SQL and Access; ability to deal effectively with end-users on all levels; ability to work through and solve problems in a logical manner; ability to communicate effectively both orally and in writing; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; willingness to travel to different work sites; good judgment; initiative; patience; attentiveness; resourcefulness; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) Bachelor's Degree* in Computer Science, Information Technology or a closely related field and one (1) year of experience in a help desk/user support position; or (b) Associate's Degree* in Computer Science, Information Technology or a closely related field and three (3) years of experience as stated in (a.)

SUBSTITUTION: Current/active certification as either a Certified Network Engineer (CNE) from Novell, a Certified Network Associate (CNA) from Cisco or a Microsoft Certified Systems Engineer (MCSE) from Microsoft may substitute for six (6) months of the required experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a valid license to operate a motor vehicle in the State of New York. The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:
In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

School Districts
J.C.: Competitive
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Job Class Code: S799