#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Information Technology (IT) Client Services Analyst

**Job Number:** C-069 | VIP: 1334

**Band:** OPSEU- 7

**Department:** Information Technology

**Supervisor Title:** Senior Manager, Client Support

**Last Reviewed:**  May 31, 2023

#### **Job Purpose:**

The Information Technology Service Desk provides a vital day-to-day contact point between Clients, Users, IT services and third-party support organizations. For Clients, the Service Desk is probably the most important function in our IT Department. For many, the Service Desk is their only window on the level of service and professionalism offered by our department.

In your role as IT Client Services Analyst, you deliver the prime service component of “Customer Perception and Satisfaction”. Internal to the IT function, the Service Desk represents;

* the interests of the Customers to the IT Department,
* operate on the principle that customer satisfaction and perception is critical to our success, and
* depend on blending people, processes, and technology to deliver a business service.

The role of the service desk is to drive and improve service to and on behalf of the University. At an operational level, its objective is to provide a single point of contact to provide advice, guidance, and the rapid restoration of normal services to its Clients and Users.

#### Key Activities:

* Providing a single point of contact to our Clients regarding IT products and services
* Maintain a high level of customer service and professionalism at all times.
* Troubleshoot and resolve technical issues related to hardware, software, and network connectivity.
* Provide first level triage on IT supported services including (LMS, Classroom technology).
* Collaborate and coordinate with internal and external third-party service providers in restoring IT related serves to normal operation.
* Document all incidents and requests in the service management system.
* Escalate complex issues to senior technicians or management as needed.
* Appraise the Client of the progress of requests and engender confidence that requests will not be lost or ignored.
* Participate in the development and implementation of service desk policies, procedures, and standards.
* Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
* Following processes and schedules developed in learning technologies work group, perform preventative maintenance on classroom technology and maintain inventory of consumables and hot swaps equipment.
* Following processes developed by enterprise desktop specialist deploy/maintain Trent image on all labs, lecterns computers.

##### IT Customer Service (75%)

As our primary point of contact you will provide front line support to customers and facilitate the restoration of normal operational service with minimal business impact on the customer within agreed service levels and business priorities. In this role you will;

* Receive, record and track calls, tickets and in-person requests, and act as first-line Customer liaison.
* Investigate and resolve all level one break/fix issues (incidents) and fulfill service requests. This includes, but is not limited to, classroom emergency calls; hardware, software, and peripheral troubleshooting; maintenance; general configuration; troubleshooting; IT related tasks for student and employee onboarding and off boarding; application access and troubleshooting; and general account maintenance, deletion, and change.
* Triages all incoming tickets to IT and assigns them to the appropriate staff or teams for investigation and/or fulfillment as applicable. Recognizes urgency as required and acts accordingly.
* Keep Customers informed on request status and progress.
* Collaborate and coordinate with internal and external third-party service providers in restoring IT related serves to normal operation.
* Contributes to knowledge articles to ensure that information is documented and can be referred to at a later, as is needed for support. Contribute to problem identification.
* As a member of the IT team, the Client Service Analyst will occasionally provide input or participate in projects and change initiatives related to their area of expertise.

##### Assist in the operation and maintenance of IT Supported Systems (10%)

* Install, service, trouble-shoot and configure computer systems, software applications, peripherals, provide technical advice, and diagnose and correct computer-related, telecommunications, or network-related problems.
* Collaborate and coordinate with internal and external third-party service providers in restoring IT related serves to normal operation.
* Assists in the requisition, configuration, testing, maintenance and technical support of computer systems or services in accordance with University policies and procedures.
* and data.
* Assisting in maintaining computer hardware/software inventory using asset management software.
* Assisting with identifying and developing other new and/or enhanced capabilities for the above.
* Support and maintain organizational standards as applied to hardware, software,

##### Service Desk Education & Training (10%)

* Improve customer and support staff knowledge of available services and working practices.
* Maintain and develop knowledgebase articles.
* Identify deficiencies in Customer and User training that either negatively impact the User’s use of the service or create an unnecessary workload for support staff.
* Assist in the implementation of education programs that resolve deficiencies identified for Clients.

##### Other (5%)

* Other duties as assigned.

#### Education Required:

* General University Degree (3 year) in Computer Science or College Diploma (3 year) in Technology required.

#### Experience/Qualifications Required:

* One (1) year directly related experience. Preference will be given to candidates with audio visual and/or classroom technology experience.
* Must be available to work evening and weekend shifts. Must hold and maintain a valid Ontario Driver’s License – Class G.
* Experience troubleshooting and resolving hardware and software issues, including desktops, laptops, printers, and mobile devices.
* Experience with Windows and Mac operating systems.
* Strong knowledge of desktop productivity tools, especially Office Suites and Office 365. Exposure to SharePoint and providing first level support.
* Ability to troubleshoot network, permissions, and login issues in a Microsoft Active Directory environment.
* Working knowledge of a range of diagnostic utilities and remote support tools.
* Excellent written and oral communication skills.
* Strong customer service skills and ability to work effectively in a team environment.
* Ability to multitask and prioritize tasks effectively.
* Self-motivated and willing to learn new technologies.

#### Core Competencies

* **Technical proficiency:** A Client Services Analyst must have a strong technical skillset and the ability to troubleshoot and resolve issues related to hardware, software, and network connectivity. They should be proficient in operating systems, software applications, and mobile devices.
* **Customer service:** A Client Services Analyst must have excellent customer service skills, including the ability to communicate clearly and professionally, manage customer expectations, and provide empathetic and timely support.
* **Problem solving:** A Client Services Analyst should be able to analyze and solve complex technical problems, often under pressure and within tight deadlines. They should be able to think critically and creatively to find solutions to complex problems.
* **Attention to detail:** A Client Services Analyst should have a strong attention to detail, including the ability to document technical issues accurately, maintain records and data accurately, and follow processes and procedures carefully.
* **Adaptability & flexibility:** A Client Services Analyst should be able to adapt to changing technologies, processes, and procedures, and should be able to work effectively in a fast-paced, dynamic environment.
* **Collaboration & teamwork:** A Client Services Analyst should be able to work effectively in a team environment, collaborate with other IT staff, and provide input and suggestions for improving processes and procedures.
* **Time management & prioritization:** A Client Services Analyst should be able to manage their workload effectively, prioritize tasks, and manage their time to ensure that they meet customer needs and service level agreements.