**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Level 1 Service Desk Analyst

**Job Number:** C-069

**NOC:** 2282

**Band:** 7

**Department:** Information Technology

**Supervisor Title:** Senior Manager Client Services

**Last Reviewed:** June 30, 2020

**Job Purpose**

A frontline technical generalist, the Level 1 Service Desk Analyst’s role is to ensure proper computer operation so that end users can utilize Trent resources in order to further the goals of the organization. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level. Shifts include periodic weekly rotation to Durham campus.

**Key Activities**

1. Field incoming requests to the Service Desk via telephone, e-mail and chat to ensure courteous, timely and effective resolution of end user issues.
2. Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution. Ensuring all pertinent end user identification information, including name, department, and contact information is captured.
3. Escalate problem (when required) to level 2 support or the Senior Manager, Client Services.
4. Level 1 classroom support/triage for emergency dispatch of interruption to delivery of curriculum.
5. Level 1 support/triage for all issues relating to the LMS
6. Level 1 support/triage for all issues relating to Video Conferencing installations
7. Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
8. 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.
9. Following processes developed by Enterprise desktop specialist deploy/maintain Trent image on all labs, lecterns computers.
10. Apply diagnostic utilities to aid in troubleshooting.
11. Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
12. Identify and learn appropriate software and hardware used and supported by the University.
13. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
14. Test fixes to ensure problem has been adequately resolved.

**Education**

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

**Experience Required**

* Must hold and maintain a valid Ontario Driver’s License – Class G
* One year directly related experience. Preference will be given to candidates with audio visual and/or classroom technology experience.
* Demonstrated technical ability with a passion for new technology.
* Excellent written and oral communication skills.
* Knowledge of basic computer hardware including mobile device support.
* Experience with desktop operating systems.
* Extensive application support experience with an emphasis on the MS Office Suite.
* Working knowledge of a range of diagnostic utilities.
* Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
* Strong documentation skills.
* Ability to troubleshoot network, permissions, and login issues in a Microsoft Active Directory environment.

**Communication**

Internal:

* Faculty
* Staff
* Students
* Alumni