<center>**Position Description**</center>

<center>**POSITION TITLE: Desktop Analyst I**</center>

I. POSITION SUMMARY:

Under the supervision of the User Support Manager or authorized designee, provides front-line support to end-users by phone and email on the client's information systems. This position contributes to the daily operation of the Help Desk by monitoring and answering the Help Desk phone and email queue, acting as a point of contact for triage and resolution of Help Desk tickets, and providing excellent customer service that meets and exceeds service level agreements. Provide education and instruction to end-users in accordance with Information Services policies and procedures or as necessary.

System Specific Duties and Responsibilities:

- Respond to phone calls, email, or in-person requests for technical assistance.
- Triages Help Desk tickets to ensure correct transfers and escalation in accordance with service level agreements.
- Documents all pertinent information related to Help Desk tickets according to established IT procedures.
- Tracks open tickets, monitors tickets progress per service level agreements, and closed tickets upon resolution.
- Troubleshoots hardware and software issues identified by end-users with minor assistance, which may include issues related to PCs, mobile devices, printers and peripherals.
- Provides phone support for end-users in the basic use of software and hardware.
- Manage existing user accounts, including the resetting of passwords and resetting locked accounts.
- Maintains a high level of customer service for all Help Desk requests.
- Contributes to the continuous process improvement of Help Desk procedures.
- Educates and instructs end-users in computer operations, acceptable practices, security, and other issues deemed appropriate by client.
- Provide minimal network assistance and help end-users access variety of wireless access points for mobile devices.
- Provide end-user support for the corporate electronic mail system and internet access.
- Reports on the job as scheduled.
- Maintains confidentiality.
- Follows all standard safety precautions.
- Utilize appropriate measures to promote and maintain patient safety.
- Follows the standards of conduct and policies and procedures of the client and applicable laws and regulations and reports violations through the appropriate chain of command.

- Demonstrates knowledge of operation to include but not limited to the required unit specific equipment/procedures.
- Demonstrates knowledge of on-going unit specific performance improvement activities.
- Annually completes required competency assessments.
- Performs other duties/functions as required or assigned.
- The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and should not be considered a detailed description of all the work requirements that may be inherent to the position

Note: The above statements reflect the general duties considered necessary to describe the principal functions of the job

II. Organizational Relationship:

Reports to: Help Desk Manager

III. EDUCATION AND EXPERIENCE REQUIRED FOR POSITION:

Education:
- Bachelor's Degree in computer science or related IT field, or equivalent combination of education and experience is required.
- Relevant certification (A+, Microsoft, ITIL) preferred.

Experience
- 2-3+ Year(s) of Technical Support Experience.
- Hospital experience preferred.

The **kind** of position-related experience includes:
- Superior phone and email etiquette is required.
- Strong communication skills, written and verbal are required.
- Customer service and interpersonal skills needed for working with organization staff and coworkers.
- Ability to communicate effectively about complex matters with others who have varying levels of education.
- Ability to work under pressure and on multiple projects at once.
- Ability to meet aggressive deadlines.
- Intermediate knowledge of Microsoft Products.
- Better than average written and communication skills.
- Familiarity of PC networks
- Familiarity of Active Directory and folder security/permissions

IV: PHYSICAL DEMANDS AND WORKING CONDITIONS:

Ability to push/pull light objects less than 20 pounds; perform simple manipulative skills such as writing, collating, and grasping objects; perform tasks that require eye-hand coordination such as operating computers and keyboarding skills; perform gross motor coordination such as reaching, turning, and moving about; be mobile and move from one place to another; hearing normal sounds with some background noise; hearing normal sounds with some background noise, perform moderately difficult manipulative skills; see objects closely.