

Class No.:	
Original Date:	June 2024
Revision Date:	
Pay Group:	24

CLASS SPECIFICATION

DESKTOP ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Customer Experience – Desktop/Collaboration Services, Digital Technology Services (DTS), the Desktop Analyst will provide technical work in support of hardware technology and software required for desktop digital assets that are required to support the university community. The incumbent in this position is primarily responsible for preparing desktop and mobile digital assets for the university community, tier 2 level support relating to hardware and software on desktop and mobile digital assets, ensuring configuration is completed accurately and securely, remote installation of software when required, configuration of peripherals required and patch updates for security compliance on desktop and mobile devices. This position will contribute to projects and operational support of desktop and mobile digital assets.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Proactively review ticket queues for new tickets pertaining to desktop and mobile digital assets including all hardware and software related tickets ensuring that the tickets are updated regularly and processed in accordance with service level agreements.
- Collaborate with DTS team members and the university community to identify and gather requirements, perform analysis of requirements, work processes, system capabilities and compatibility to facilitate updates, enhancements, and implementation of desktop and mobile digital assets including hardware and software.
- Proactively plan and perform system upgrades and updates required for desktop/mobile digital assets and software including analysis, implementation plans,

configuration, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.

- Contribute to a standard knowledge management system that can be leveraged by the DTS department.
- Regularly review and update documentation relating to desktop/mobile digital assets and software ensuring processes, standards and procedures are maintained.
- Develop and deliver technical training relating to desktop/mobile digital assets and standardised software use for the university community using different training modalities.
- Prepares and distributes desktop/mobile digital assets and installs compatible software that is requested.
- Stay abreast of industry trends, technological advancements, and best practices in higher education systems and recommend continuous improvements to desktop/mobile digital assets and software.
- Contributes to an asset and inventory system to maintain accurate asset information and quality control of desktop/mobile digital assets and software.
- Collaborate with cross-functional DTS team members in providing desktop/mobile digital assets and software support.
- Contributes to the software management lifecycle and inventory, ensuring that renewals are identified for decision making and processing; software being selected is compatible with DTS digital ecosystem and ensuring that privacy and security assessments are completed prior to the introduction of software.
- Identify potential risks and vulnerabilities in the desktop/mobile digital assets and software and collaborate with the DTS cybersecurity team to implement security measures ensuring that desktop/mobile digital assets and software are well protected against unauthorized access, malware, and other security threats.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Working with DTS teams ensure that appropriate change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Proactively engages with faculty, staff, academic and student community to ensure that these groups are well supported in their digital requirements.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of ITSM processes and ITIL framework, change management methodologies such as ADKAR; and project management principles and methodologies such as PMI – traditional and PMI – Agile; and system development lifecycle (SDLC) methodologies.
- Experience with configuring and troubleshooting Windows and Mac desktop operating systems, installing software, and associated peripheral equipment.
- Experience with software deployment technologies for Windows and Mac hardware such as AppsAnywhere.
- Experience in managing workstation objects in Active Directory and EntraID.
- Experience with mobile device management systems.
- Knowledge about instructional podium configurations, including audio-visual technologies, video conferencing and workstation setup.
- Knowledge about video conferencing and collaboration software systems such as Zoom and MS Teams for desktop and mobile digital assets.
- Knowledge of enterprise-level IT systems and infrastructure, including Active Directory, and network protocols.
- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions.
- Experience in developing use cases, test plans and test scripts.
- Experience in conducting system testing and documenting test results for evaluation.
- Experience in developing and delivering end user training using different training modalities.
- Experience in writing standard communications for a university community audience using email.
- Experience in developing high quality, clear, concise documentation required for implementation and support.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.

- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 5 years of relevant professional experience, preferably in a post-secondary environment, including 2 years of experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- Experience in developing high quality documentation required to support digital solutions.
- Experience in working with ITSM systems such as TDX and ServiceNow
- A bachelor's degree, or progressive professional experience and a certification in one or more of the following, MCSE Desktop Infrastructure; MCDST, MSCE Mobility; Apple Certified Associate – Mac Management Basics 10.11 or higher; ACTC – Apple Certified Technical Coordinator 10.11 or higher; CompTIA A+ (or equivalent).
- Ability to lift heavy equipment (up to 50 lbs).
- Driver's license preferred but not mandatory.
- Experience in effectively communicating information to different levels within an organization.