

Class No.:	Staff
Original Date:	June 2024
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Pay Group:	18

CLASS SPECIFICATION

SERVICE DESK ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Customer Experience – Client Services/Helpdesk, Digital Technology Services (DTS), the Service Desk Analyst will provide technical and customer service in support of systems within the university community. The incumbent in this position is primarily responsible for Tier 1 support, diagnosis of incidents, prioritizing requests correctly, escalating to tier 2 support as needed and provisioning service requests through various modalities such as the library desk, telephone, chat, ITSM system, email etc.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provide support and contribute to a standard knowledge management system that can be leveraged and contributed to by the DTS department.
- Provide regular updates to ticket requestors in a timely fashion.
- Escalate appropriately service tickets and proactively supports tier 2 as required.
- Support account management for the on boarding and off boarding processes for DTS systems ensuring that access management is maintained.
- Provide updates to the asset and inventory system ensuring accurate asset information and quality control of equipment and other technology is maintained.
- Review and follow ITSM processes based on ITIL framework to provide tier 1 support.
- Contribute to the agenda and material for change advisory board (CAB) meetings as required.
- Submit communications that are to be sent to the university community regarding DTS outages, downtimes, and releases to production systems on behalf of DTS teams.

- Collaborate with cross-functional DTS team members in providing tier 1 support.
- Identify potential risks and vulnerabilities in systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that DTS systems 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.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience and knowledge of working with ITSM processes and ITIL framework.
- Experience or knowledge of working with ITSM systems such as TDX, Service Now.
- Experience in problem solving, troubleshooting, and supporting the resolution of incidents.
- Knowledge of account management for on-board and off-boarding processes.
- Knowledge about Windows/Mac operating systems, including Active Directory; software and associated peripheral equipment.
- Experience with instructional podium configurations, including audio-visual, and workstation equipment setup.
- Experience in writing standard communications for a university community audience using email.
- Experience in developing documentation for tickets and knowledge management.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.
- Knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Experience in communicating 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

- 1 years of relevant professional experience, working in a customer service environment.

- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- CompTIA A+ and/or MCDST certification.
- Experience in developing documentation required to support digital solutions.
- Experience in working with ITSM systems such as TDX and ServiceNow
- A technical diploma in information technology.
- Experience in effectively communicating verbally to different levels within an organization.