



**DATE ISSUED:** 07/06  
**FLSA:** Non-Exempt  
**PTO:** COVS

## **JOB DESCRIPTION**

### **TITLE**

Help Desk Analyst II

### **JOB SUMMARY**

Provides varied tasks and solutions relating to the direct telephone support of end users of technology systems and services. The Help Desk Analyst II actively works to trouble shoot problems related to hardware and software; direct users to appropriate Office of Information Technology staff for support, development, and training, and escalate end user issues and concerns as required for appropriate and timely resolution. Provides technical assistance to senior members of the Help Desk in support of development, implementation, and maintenance of resources specifically used for Help Desk operations. Work is performed under supervision of the Supervisor of Help Desk and User Outreach Services and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Supervisor, Help Desk & User Outreach Services

*Supervises:* No supervisory responsibilities

### **PRIMARY DUTIES** - *May include, but not limited to the following:*

Maintains responsible use of work area hardware, software, peripheral equipment, tools and test equipment.

Installs, services, and supports Help Desk desktop and other technical equipment.

Provides end user support for standardized software installation and use, including training, troubleshooting, and problem resolution.

Assists other members and functions of the Office of Information Technology department as required.

Follows and maintains procedures and policies to ensure the security and integrity of systems/networks/resources.

Assists in the implementation of the institutionally appropriate and effective disaster recovery plans.

May be required to work a flexible schedule, including nights, weekends and holidays.

Continually develops and maintains technical skills to ensure high quality levels of technical support for end users.

Responds to emergency or on-call situations in a timely manner.

### **ADDITIONAL DUTIES**

Assists end users in general and classroom computer labs, video conference facilities, technology classrooms, and campus events requiring technology support.

Participates in end user product testing and evaluation.

Demonstrates product functionality and performance for end users.

Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Some college and technical short courses and seminars relating to computing and telecommunications preferred.

### **EXPERIENCE**

Three years experience in information technology systems with emphasis on customer service and problem resolution. Previous Help Desk, field support or telephone support experience preferred.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Knowledge of modern computing, networking and communications systems.

Ability to organize and work effectively with an understanding of organizational policies and activities.

Positive track record of successful communication and problem-solving skills.

Committed to providing quality customer service.

Proficient in communication, both oral and written.

Ability to deal well with ambiguity and fast-paced change.

Ability to use a personal computer and other office equipment.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. May be required to lift or move 50+ pounds.

### **WORK ENVIRONMENT**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate.

### **SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

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***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***