



DATE ISSUED: 07/06
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Help Desk Analyst III

JOB SUMMARY

Provides highly responsible direct support to end users of technology systems and services primarily through telephone and email communication. The Help Desk Analyst III actively works to trouble shoot problems related to desktop hardware and software; directs users to appropriate Technology and Information Services staff for support, development and training; and communicates end user issues and concerns to the Technology and Information Services management team. The Help Desk Analyst III provides technical assistance to other Technology and Information Services staff in the support of inter-networking systems, provides extensive specialized training and may serve as a project manager and team leader. Has a leadership role in support of development, implementation, and maintenance of resources specifically used for Help Desk operations and Technology and Information Services technical functions. Has specific responsibility of system support for Blackboard, technical operations maintained at the Help Desk, and support/maintenance of web-based user documentation and resources. May serve in a secondary supervisory capacity in the absence of the Help Desk and User Outreach Service Supervisor. Work is performed under limited 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 and User Outreach Services

Supervises: No supervisory responsibilities

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

Provides highly responsible direct support to end users of technology systems and services primarily through telephone and email communication.

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

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

Serves as a team leader for Help Desk services and initiatives including planning, development, and implementation.

May serve in a secondary supervisory capacity in the absence of the Supervisor, Help Desk and User Outreach Services.

Provides system support for Blackboard, technical operations maintained at the Help Desk, and support/maintenance of web-based user documentation and resources.

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

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

May serve as a liaison between Technology and Information Services and end users and vendors.

May serve as a project manager and team leader.

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

Self-directed learning of new technology applications quickly and efficiently.

Maintains procedures and policies to ensure the security and integrity of systems/networks.

Assists in the implementation of 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.

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. Associate's degree or Bachelor's degree or technical certification 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. Three years of additional job related experience may substitute for required education on a year for year basis.

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

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

Committed to providing quality customer service.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively - orally, by phone, in person, and in writing.

Knowledge of the application of modern computing, multimedia, networking, and communication systems in an educational setting.

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.

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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.

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