Duties and Responsibilities

1. Service delivery: Maintain and develop technical knowledge and skill level, apply analytical skills and independent judgment to perform trend analysis to recommend system and/or process improvements. Assist in developing and achieving unit goals to help improve Service Desk service, productivity, and efficiency. Participate on project teams to test and implement new products and services, facilitate sharing of information within and across AITS groups, and assist in evaluating software tools to enhance monitoring capabilities. Support identification and collection of relevant metrics and performance reporting processes. Participate in customer service/process improvement initiatives. Participate in and encourage a knowledge-sharing environment; develop and deliver cross-training activities to Service Desk staff. Establish and nurture working relationships with clients and AITS departmental staff. Contribute to the team effort; manage individual workload and deliver according to agreed-upon milestones/targets. (28%)

2. Customer focus: Must think of the customer as the most important part of the job; involves dealing with and/or responding positively to complaints, problems, and sometimes negative and emotional behavior; promotes a professional Service Desk image and sells the value of the Service Desk; understands Service Desk priorities and objectives, taking an active role in accomplishing these objectives. (20%)

3. Problem analysis and resolution: logs all calls or email requests into reporting system; analyzes and resolves reported issues; directs Service Desk requests to second tier support when unable to resolve at first level. Monitor system activity/performance via master console(s) for a large complex of servers, network interfaces, and peripheral devices, taking corrective action in a timely manner. Provide technical front-line and second tier support related to open systems batch processing (e.g., batch requests, migrations, parameter modification, etc.). Search for and analyze potential operating and batch problems and initiate corrective measures within limits of authority. At times, this will require the candidate to seek out assistance and work with IT professionals both within and outside the administrative IT organization, and the candidate will need to demonstrate flexibility and perform duties as each situation dictates. (15%)

4. Problem prevention: Investigates causes, tests solutions, and puts solutions in place to reduce calls to the Service Desk; works to eliminate recurring problems; promotes effective use of technology; watches for trends that indicate potential problems and attempts to eliminate the problems before they happen. Develop, update and maintain a full suite of policy/procedure/practice documentation relative to, but not limited to, system requirements/changes, security, online applications, and work statistics. (15%)

5. Communication: Keeps peers and end users informed of trends, significant problems, unexpected delays, and anything new in the environment that will impact customers; keeps customers informed of wide-reaching problems, scheduled downtime, etc.; keeps customer informed of progress on problems that cannot be resolved on first call. Perform change control functions as required to implement changes into production, taking care that with appropriate procedures are followed and back-outs and audit trails are in place. Communicate and coordinate all software, hardware, system, and operational problems that arise during shift. Maintain Service Desk Manager (SDM) and knowledge base to enhance staff effectiveness with issue identification and resolution. Possess a clear understanding of critical events when they happen (e.g., system interruptions, server crashes, failed backups, production job aborts) what to do, and with whom to make contact. Proactively share information with Service Desk.
employees on all shifts to ensure smooth transition of process ownership and provide workflow direction on specific activities which will require attention beyond shift turnover. Report atypical assistance requests and their resolution to all Service Desk staff. (10%)

6. Professional Development: Maintain and develop technical knowledge and skill level, apply analytical skills and independent judgment to perform trend analysis to recommend system and/or process improvements. Keeps current on the technology used; finds opportunities to participate in available development opportunities (e.g., Lynda.com; internally developed tutorials, research, collaboration, etc.) on an ongoing basis to develop and maintain technical and interpersonal skills. (10%)

7. Perform other duties and responsibilities appropriate for an IT Technical Associate. (2%)

Preferred Qualifications

1. Ability to interact with customers in a professional and polite manner. Respectful of customers and manages difficult or emotional customer situations appropriately; responds promptly to needs and requests for service and assistance.

2. Ability to work proactively in partnership with others to achieve a common goal; remain focused on what’s important despite distractions.

3. Ability to identify and resolve problems quickly and effectively. Understands entire process from logging to informing customer solution is in place; conveys reliable and accurate information so it is easily understood, and uses appropriate communication mechanism(s) to disseminate information; possess sensitivity to involvement of the appropriate decision-makers, as needed, and knows when to escalate; implements solutions, not fixes.

4. Team fit: punctual, regular and consistent attendance; enjoy working in a casual environment in terms of relationships and communication; work effectively, both independently and as part of a team; willing and able to make decisions in a timely manner in difficult or ambiguous situations.

5. Provides after-hours support in on-call rotation.

6. Ability to take initiative and make improvements; anticipate customer needs; look for ways to make things better for the customer.

7. Speaks clearly and persuasively in positive or negative situations; listens and gets clarification of requests; responds well to questions; ability to interact clearly with people over the telephone, often in stressful situations; writes clearly and informatively.

8. Uses time efficiently; approaches others in a tactful manner; treats others with respect; accepts responsibility for own actions.

9. Contributes skills and capabilities to achieve the team’s goals; encourages and gives credit to others for their contributions.

10. Performs a wide range of tasks, responding to changes in direction and priorities; accepts new challenges, responsibilities, and assignments. Works outside of ordinary routine.
11. Ability to learn new things, including technical information, quickly and accurately.

12. Familiarity with batch scheduling concepts and experience with service management software and ability to extract data, conduct analysis, and develop recommendations strongly preferred.

13. Previous off-shift experience preferred.