Job Description

Job Title: Service Desk Analyst III   **JTC: TCR**

Salary Range: N05   **FLSA: Non-Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

A lead level position responsible for providing district-wide technical support related to help/service desk requests. Responsible for administering procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and coordination of service desk functions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Strong technical understanding of the various hardware, software and networking systems. Ability to evaluate and resolve application, configuration and system problems, or any incident that is disrupting the application service that end users depend on. Requires an aptitude for working with applications/ systems to undertake analysis, diagnosis and resolution of problems, which may range from straightforward to more complicated technical issues.

Able to multitask and demonstrate time management skills with the ability to thrive in a fast-paced, high pressure environment. Ability to utilize technical knowledge and skills with systems networking, databases, web development, and user support. Ability to take ownership of user problems and follow up the status of problems on behalf of the user, communicating progress in a timely manner.

Must be able to build and maintain effective working relationships with diverse, multicultural individuals internal/external to the organization in order to resolve technical issues. Ability to work in a collaborative, dynamic team environment and interact at all levels. Ability to identify and recommend training programs to team members and end users to increase computer literacy and self-sufficiency.

Must have excellent listening, interpersonal and problem solving skills. Ability to conduct research and troubleshoot into a wide range of computing issues. Able to monitor progress of service desk requests to ensure organizational standards are met. Ability to meet deadlines and prioritize with excellent time management and project planning/strategizing skills.

Ability to communicate effectively with individuals from diverse backgrounds. Ability to present ideas in user-friendly language to non-technical staff and end users, both orally and in writing. Strong knowledge and experience in providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. May have to lift up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's degree with three (3) years of related work experience. Valid driver's license required for offsite travel. On-call, work hours may extend beyond the regular, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Oversees the daily office operations and is responsible for after-hours support and resolutions of district service desk emails received overnight. Documents problems and/or questions and resolves or facilitates resolution. Provides support for various systems at a district-wide level. Maintains and administers computer networks and related computing environment, including computer hardware, systems software, applications software, and configuration setups for in-house and remote users.

Responsible for setting up specific systems access and resetting passwords for specific systems. Leads, analyzes and resolves problems that have been escalated involving multiple technologies and platforms in an enterprise environment. Maintains a high degree of customer service for all support queries and adheres to all service management principles. Keeps up to date on emerging products, services, protocols, and standards in support of help desk technology through research and professional development activities.

Builds and maintains effective working relationships with diverse individuals internal/external to the DCCCD community network who are able to assist with the resolution of computer related problems. Facilitate a collaborative environment with team members, business and technical owners, and other stakeholders to establish a culture of trust and open communication.

Responsible for maintaining and monitoring location licensing compliance and software documentation. Ensures adherence to service desk guidelines and procedures and participates in organizational change management processes. Monitor and identify any trends or irregular activities on incidents logged with the IT service desk and devise preventative solutions or escalate to appropriate IT staff.

Must have excellent interpersonal, listening, oral and written communications to communicate effectively with diverse, multicultural stakeholders and constituents within the DCCCD community network. May assist in the recruitment and training of help desk representatives and technicians. Provides exemplary customer service.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.