



Job Title: Service Desk Analyst II

Department: Information Technology

Reports To: Service Desk Supervisor

Grade: TS-09

Number of Days: 12 Months

Security Access: Mason Education Service Center

Overtime Status: Non-Exempt

Last Revised Date: August 20, 2019

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

Position Summary: To provide technical, functional and procedural support to district staff concerning all aspects of the Information Technology Systems, ensuring staff maintain access to high performing technology systems and services.

Minimum Qualifications:

- High school diploma or equivalent
- Strong interpersonal and written skills

- Strong analytical, problem solving and customer service skills
- Ability to effectively work with peers, vendors, and users at all levels

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Installation and support of district hardware and software at administrative and school sites
- Interface with vendors on third-party support or maintenance agreements
- Troubleshooting advanced hardware and software problems. Answer all incoming calls and all e-mail requests
- Respond to all incoming e-mails and e-mail request addressed to I.T. Service Desk in a courteous and professional manner
- Accurately complete a detailed incoming call report for each call received
- Analyze problems reported by customers, using a database of resolutions to identify all first level problems with district technology systems and services, including:
 - Operational and procedural problems
 - Software configuration and defect problems
 - Computer equipment “hardware”
 - Network and telecommunication problems
- Perform all second level problems
- Follow up on work order status to ensure incidents are resolved in a timely manner
- Ability to work collaboratively with others on a team
- Perform other duties as assigned by Service Desk Supervisor

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Strong problem-solving and analytical skills for troubleshooting door access issues
- Ability to communicate effectively, calmly, and patiently with both technical and non-technical audiences
- Ability to work tactfully and effectively with customers, management, and employees
- Ability to quickly respond to events in a fast-paced environment and manage problem escalation when required

Supervisory Responsibilities:

- This role does not directly supervise any individuals

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions
- Work hours between 7:00 AM and 5:00 PM
- Must be able to lift 50 pounds
- Bending and stooping is occasionally required

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.