



Job Title: **Desktop Support Analyst**

Department: Information Technology
Reports To: Client Services Manager
Grade: TS-09 or TS-10 with MCP (Microsoft Certified Professional)
Number of Days: 12 Months
Security Access: ESC
Current Date: July 27,
2017 Overtime Status: Non-Exempt

Position Summary: Installation and support of district hardware and software at administrative and school sites. Interface with vendors on third party support or maintenance agreements. Troubleshoot advanced hardware and software problems. Assist in making recommendations for District hardware and software support levels.

Minimum Qualifications:

- High school diploma or equivalent.
- CompTIA A+ certification or equivalent education/experience.
- Microsoft or Apple OS certification or equivalent education/experience.
- Dell hardware certification or equivalent education/experience.
- Three years PC and peripheral support and troubleshooting experience.
- Experience with TIA cabling standards and procedures.
- 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.
- Be able to lift 50 lbs.
- Bending and stooping is occasionally required.

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 personal computing hardware, software/peripheral devices.
- Interface with vendors on third-party support or maintenance agreements.
- Installation and maintenance of mobile devices (ex: iPad, Chromebook...).

- Interface with vendors on third party support or maintenance agreements.
- Troubleshooting advanced hardware and software problems.
- Assist with recommendations for hardware and software support.
- Work as part of a project team.
- Required to report at the appointed hour and to work the entire assigned schedule.
- Analyze problems reported by customers, to identify and resolve technical issues.
- Escalation of second level problems to the responsible technical section.
- Review work order status to ensure requests are resolved in a timely manner.
- Review incidents and requests to ensure all details are accurately recorded in work order.
- Verify and confirm incidents/requests have been resolved and the quality of the service was satisfactory.
- Altiris Administration.
- Maintain appropriate Windows OS image for district use.
- Process all user software upgrade requests.
- Process all users hardware requests for new orders and replacement / repair.
- Ensure work order resolutions in database are updated and accurate.
- Perform duties as assigned by Desktop Support Supervisor.

Skills and Abilities Desired:

- Understanding of Active Directory and DNS
- Strong knowledge of Microsoft Operating Systems (ex: Windows 7 and 10)
- Familiarity with Apple OS and device repair
- Experience with Chrome OS and device repair
- Dell certification preferred
- Microsoft certification preferred
- Strong customer relations skills

Supervisory Responsibility:

- None

Working Conditions: Exposure to normal school and office environments range from remote to frequent based on circumstances and various factors.

- Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions.
- Work hours are 7:30 AM until 4:00 PM.

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