



**Job Title:** Service Desk Analyst I

**Department:** Information Technology

**Reports To:** Service Desk Supervisor

**Grade:** TS-04

**Number of Days:** 12 Months

**Security Access:** Mason Education Service Center

**Current Date:** January 5, 2015

**Overtime Status:** Non-Exempt

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**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.
- 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.

- Support of district hardware and software at administrative and school sites via remote.
- 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.

**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 Responsibility:**

- None

**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.

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