



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
Current Date: January 5, 2015
Overtime Status: Non-Exempt

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.

- 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.

- 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 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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