



Job Title: Service Desk Analyst – Security Administration

Department: Information Technology

Reports To: Service Desk Supervisor

Grade: TS-06

Number of Days: 12 Months

Security Access: ESC

Current Date: June 17, 2014

Overtime Status: Non-Exempt

Job Objectives: To provide administrative support for creating and maintaining security access badges, with proper access, for district facilities. To assist the Service Desk tasks as time permits.

Minimum Qualifications:

- High school diploma or equivalent.
- Two years of experience supporting the DNA Fusion application and technology or equivalent security system software.
- Strong people skills and analytical 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.

- Create badges and update the DNA Fusion application appropriately.
- Assist users over the telephone and via email to troubleshoot access issues.
- Maintain the DNA Fusion application as needed and required.
- Create role-based user groups, granting approved access for District employees and contractors.
- Provide support to other groups as required.
- Train and mentor others on administrative functions of security access system.
- Any other duties as assigned.
- Provide day to day customer support as part of the Service Desk Team.

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

- Advanced knowledge of the DNA Fusion application for administration and maintenance.
- Advanced knowledge of door access readers, badge printer, and technology to support DNA.
- 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 are 8:30 AM until 5:00 PM.

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