



**Job Title:** Service Desk Analyst - Technician

**Department:** Information Technology

**Reports To:** Service Desk Supervisor

**Grade:** TS-11

**Number of Days:** 12 Months

**Security Access:** ESC

**Current Date:** December 1, 2014

**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.
- A+ certification required, Dell/Mac certification a plus.
- Minimum of three years PC and peripheral support and troubleshooting experience.
- 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 phone and e-mail contacts received by the Information Technology 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:
  1. Operational and procedural problems
  2. Software configuration and defect problems
  3. Computer equipment “hardware”
  4. Network and telecommunication problems

- Escalate all second level problems to the responsible technical section.
- Follow up on work order status to ensure incidents and requests are resolved in a timely manner.
- Follow up on the resolution of incidents and requests to ensure all details are accurately recorded in work order.
- Proactively call users to confirm incidents/requests have been resolved and that the quality of the service received was satisfactory.
- Perform account administration for new employees; ensuring accounts are created in a timely manner.
- Follow up with the new employees to ensure that the account setup is complete and requested applications are installed / accessible.
- Disable and remove accounts for terminated employees.
- 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 on a daily basis.
- 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 are 7:00 AM until 5:00 PM (based on shift assigned).

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