Dallas County Community College District

Job Description

Job Title: Service Desk Analyst II   **JTC: TCT**

Salary Range: **N04 FLSA: Non-Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

An intermediate level position responsible for troubleshooting and resolving relatively complex hardware, software or network problems requiring detailed systems and applications knowledge via

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience working in an IT service/help desk or other related environment managing hardware, software or network problems. Able to explain technical issues in a language suitable for individuals with limited technical knowledge. Must be able to logically analyze and recognize problems areas, define and document causes, decide on best course of action and implement solutions using industry best practices and procedures.

Must have strong understanding of information technology systems including software, network applications and basic network systems. Must be able to document service requests and associated resolutions following service desk procedures. Must be able adaptable to change in a fast-paced work environment; able to work independently and as part of a team; organize, prioritize and meet deadlines.

Ability to work collaboratively with diverse stakeholders and constituents internal and external to the organization to solve issues that are outside of knowledge or expertise. Must be able to monitor the IT service desk mailbox and call queue, responding to requests in a timely and efficient manner.

Must be detailed oriented with a can do attitude. Knowledge and ability to use remote access tools to detect, diagnose and resolve customer issues and service requests. Ability to use independent judgement to set priorities for resolution, monitor progress and apply escalation procedures for problems not progressing satisfactorily.

Ability to communicate effectively with individuals from diverse backgrounds. Must possess excellent problem-solving, communication and interpersonal skills, along with patience and a positive customer-oriented attitude.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. May have to lift up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

High school diploma or GED equivalent plus three (3) years of related experience. Original transcripts will be required. Valid driver's license required for offsite travel. On-call, work hours may extend beyond the regular, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. ***Will be subject to a criminal background check. Some positions may be subject to a fingerprint check.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides technical support and/or training to students, faculty and staff regarding computer equipment, peripherals, applications, course software, and online course delivery systems in-person, via phone, or through electronic services. Resolves procedural questions and problems or routes to appropriate IT staff for resolution. Maintains a level of awareness with regards to current IT and technological changes in the industry through professional development activities.

Investigates faults, user problems and other requests for support and/or information and takes appropriate action(s) to remediate issues to reach a satisfactory resolution. Supports users by performing system tests and updates after completion of troubleshooting and necessary repairs to ensure updates have not caused problems elsewhere within the system. May assist in the preparation of user requirements for changes in existing systems or development of new systems.

Builds and maintains working relationship with internal/external stakeholders and constituents within the DCCCD community network including vendor support to ensure end users' needs are met. Work as part of the IT service desk team to provide a high level of customer service, satisfaction and technical support to customer base. Providing technical support to campus help desk members as well as other IT staff as needed.

Identifies, analyze and resolves incidents and requests regarding use of application software or hardware. Ensures that all customer requests are recorded accurately and with a high level of detail following organization's guidelines and procedures. Communicate and update users, on an on-going basis, with regards the status of their issue(s). Provides current feedback based on documentation of reported questions and problems as appropriate to improve administrative systems and procedures.

Must have excellent listening, oral and written communications skills to effectively communicate with diverse, multicultural stakeholders and constituents within the DCCCD community network. Some positions will be responsible for maintaining and monitoring location licensing compliance and software documentation. Must be able to provide exemplary customer service.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.