



# JOB DESCRIPTION



INFORMATION			
<b>Job Title</b>	<i>Senior Service Desk Analyst</i>	<b>EEOC Job Classification</b>	Technicians
		<b>FLSA Classification</b>	Non-exempt
<b>Department</b>	IT Operations	<b>W/C Classification</b>	8868 – Administration/Faculty
<b>Reports To</b>	Service Desk Manager	<b>Effective Date</b>	3/16/2020

SUMMARY
<p>This position is responsible to catalyze and advance service desk operations, primarily through facilitating service ticket resolution on both a team as well as personal level. This position places a substantial premium on execution, is highly visible, public facing and contributes heavily to the Service Desk reputation within the organization. This role is critical to ensure that Service Desk communications remain at high levels in concert with SLAs spearheaded by the Service Desk Manager. This position also provides a fundamental level of tactical assistance to the Service Desk Manager, especially through supervision of the Service Desk part time support staff. This role works in tight concord with the Service Desk Manager and reports to the Director of IT Operations.</p>

ESSENTIAL JOB FUNCTIONS
<p>Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <ul style="list-style-type: none"><li>• Aggressively resolves tier one and two issues either personally or through part time support staff where possible. Filters, resolves or elevates tier three level tickets to appropriate staff members while continuing to provide continuity as a Service Desk liaison where applicable.</li><li>• Demonstrates proficiency in high volume ticket resolution and acts as the first point of escalation for issues beyond the scope of part time support staff.</li><li>• Excites continual movement of the service desk ticket workflow, as well as ensuring timely resolution of issues, appropriate follow up communication with users and ensuring general quality of service.</li><li>• Assists the Service Desk Manager in directing, scheduling, supervising and training Service Desk part time support staff. In the absence of the Service Desk Manager, the Senior Support Analyst acts with immediate authority over part time support staff as well as providing relevant technical decision-making.</li><li>• Promotes and maintains effective communication with other departments, constituents and valued partners with a view to managing expectations with tact and diplomacy while frequently acting as the 'face' of IT Operations.</li><li>• Oversees the creation, disabling, and maintenance of various user accounts (AD, Power Campus, etc.)</li><li>• Supports and sustains specialty software in close coordination with the Service Desk Manager.</li><li>• Supports Service Desk Manager in reviewing and evaluating the work of subordinate staff.</li><li>• Acts as a primary agent in equipment preparation and deployment, audio visual equipment maintenance, printing/copying infrastructure support, as well as sundry specialty network systems (spam filtering, web content filtering, switching configuration, etc.)</li><li>• Works closely with the Service Desk Manager on appropriate project execution, evaluation of current systems and making decisions impacting future infrastructure development.</li><li>• Sustains and advances personal technological literacy through appropriate means of professional development as relevant to the position of Senior Support Analyst.</li><li>• Facilitates, where appropriate, purchase of necessary items to sustain and advance IT infrastructure.</li></ul>

- Able to maintain appropriate demeanor especially in cases of high stress and volatility.
- Strong knowledge and troubleshooting skills in mainstream operating systems, computer hardware, software, networking technologies with a commensurate ability to determine whether a particular problem is caused by hardware, operating systems software, application program, or network failure.
- Ability to exercise sound judgment in evaluating situations and in making decisions.
- Experience and ability to teach or instruct part time support staff appropriately.
- Able to work closely with the management team in evaluating current systems and making decisions on future development.
- Maintains an appropriate technical open-mindedness so as to remain innovative in perspective.
- Possesses a consistent efficiency-improving mindset as applied to processes, hardware or software
- Able to maintain confidentiality as it relates to higher privilege tasks.
- Service oriented and able to interface with many people of varying levels of technical expertise.
- Must be able to multitask in an environment with many distractions.
- Ability to maintain a pulse on new technologies that have a direct impact on our user base.
- Perform other miscellaneous job-related duties as assigned.

## QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Strong interpersonal and communication skills and the ability to proactively collaborate with team members and departmental stakeholders.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, and community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Excellent oral and written command of the English language is required.
- Service oriented and able to enthusiastically and professionally address user problems and needs.
- Excellent organizational skills and ability to context switch between a variety of responsibilities.

## SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

## EDUCATION AND EXPERIENCE

### Minimum requirements for this position:

- Bachelor's degree in a related field.
- At least three-years of technical service experience, preferably in an educational institution.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- Repetitive motions on a keyboard and looking at a computer monitor for an extended duration of time is required.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.

## **ADDITIONAL INFORMATION**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.