JOB DESCRIPTION

INFORMATION

Job Title:	***Service Desk Analyst***	**EEOC Job Classification**	Professionals
		FLSA Classification	Non-exempt, full-time
Department:	IT Operations	**W/C Classification**	8810 – Clerical
Reports To:	Lead Service Desk Analyst	**Compensation**	$20.00 - $23.00/hour

SUMMARY

Advance the mission and vision of TMUS being 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 and reports to the Service Desk Manager.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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.
- 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.
- 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.
- 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.
- Oversees the creation, disabling, and maintenance of various user accounts (AD, Office 365, etc.)
- Supports and sustains specialty software in close coordination with the Service Desk Manager.
- Supports Service Desk Manager in reviewing and evaluating the work of subordinate staff.
- Acts as a primary agent in equipment preparation and deployment, printing/copying infrastructure support, as well as sundry specialty network systems.
- Works closely with the Service Desk Manager on appropriate project execution, evaluation of current systems and making decisions impacting future infrastructure development.
- Sustains and advances personal technological literacy through appropriate means of professional development as relevant to the position of Senior Service Desk Analyst.
- Identifies opportunities and creates documentation and procedures in conjunction with SDM and support staff to aid in the resolution of future incidents and fulfillment of future service requests.
- Proficient in mainline user technologies (Such as Apple and Microsoft ecosystems).
- Maintains regular and timely attendance with a disposition of availability both on and off work schedule.
- Performs other 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.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Strong oral and written communications skills encompassing the ability to monitor and appropriately adjust expectations of our constituents and valued partners.
- Must be highly organized with strong personal management skills in order to meet the needs of a highly dynamic environment.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- 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.
- 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 to remain innovative in perspective.
- Possesses a consistent efficiency-improving mindset as applied to processes, hardware, and software.
- Able to multi-task in an environment with many distractions.
- Able to maintain a pulse on new technologies that have a direct impact on our user base.
- Able to remain professional and work with excellence when presented with sudden deadlines or changing priorities.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience.
- At least two-years' experience in a technical service role, preferably in an educational institution.
- Proficient in Microsoft Office Suite or similar software.
- Proficient in mainline user technologies (Such as Apple and Microsoft ecosystems).
- Licensure and Certification: CompTIA A+ certification desirable or ability to be certified within 6-12 months of start date.

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.
- This position requires the ability to occasionally lift office products and supplies, up to 15 pounds.

- No travel with overnight stay expected.

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.