



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Service Desk Analyst</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt, full-time
Department:	IT Operations	W/C Classification	8810 – Clerical
Reports To:	Director of Information Technology	Compensation	\$22.00 - \$24.00/hour

SUMMARY

Advance the mission and vision of TMU by providing exceptional front-line IT support through efficient service ticket resolution and outstanding customer service. This position focuses on tier one and two issue resolution, maintaining service desk workflow, and ensuring positive user experiences. As a key member of the IT Operations team, this role contributes to the Service Desk's reputation through professional communication and technical excellence while maintaining alignment with service level agreements (SLAs).

ESSENTIAL JOB FUNCTIONS

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

Technical Support & Ticket Management

- Resolve tier one and two issues efficiently through direct support or coordination with part-time staff.
- Escalate tier two and/or tier three issues to Senior Service Desk Analyst or appropriate technical staff with complete documentation.
- Maintain continuous ticket workflow movement and ensure timely issue resolution.
- Provide thorough follow-up communication with users throughout the resolution process.
- Contribute to overall service quality and user satisfaction.

User Account & System Management

- Perform creation, modification, disabling, and maintenance of user accounts (Active Directory, Office 365, Microsoft Entra, Azure AD, etc.)
- Support specialty software under guidance of Senior Service Desk Analyst and Lead Service Desk Analyst, where appropriate.
- Provide support for printing/copying infrastructure and network systems.
- Assist with equipment preparation, deployment, and configuration.
- Support classroom audio/visual equipment and presentation systems.

Communication & Customer Service

- Deliver professional, friendly support while representing IT Operations.
- Communicate effectively with departments, constituents, and partners.
- Manage user expectations with tact and maintain a positive service-oriented approach.
- Build rapport across the campus community.
- Participate in the design and execution of vulnerability assessments, penetration tests, and security audits.
- Provide on-call support for end users for all in-place security solutions.

Professional Development & Continuous Improvement

- Maintain and advance personal technological literacy through professional development.
- Participate in creating documentation and procedures to improve future service delivery.
- Actively participate in departmental projects and initiatives.
- Identify and recommend process improvements and workflow refinements.
- Contribute ideas for service quality enhancement and operational effectiveness.
- Embrace continual improvement mindset in daily work activities.
- Stay current with mainline user technologies (Apple and Microsoft ecosystems).
- Maintain regular and timely attendance with flexible availability.

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 communication skills with customer service focus.
- Highly organized with solid personal management skills for dynamic environments.
- Ability to conduct research into IT technical issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Service-oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to maintain professional demeanor when facing sudden deadlines or changing priorities.
- Exercise confidentiality, good judgment and discernment.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

EDUCATION AND EXPERIENCE

- Associates degree or equivalent experience, bachelor's degree preferred.
- At least two-years' experience working in an IT environment, preferably in an educational institution.
- Experience with the following technologies:
 - Apple macOS and Microsoft Windows environments
 - Office Suite
 - Google Workspace
 - Extron
 - Zoom Workspace
 - Messaging and Anti-Spam technologies.
- CompTIA Network+ or Security+ certification desirable (or ability to obtain within 12 months of hire).
- CompTIA A+ certification a plus.

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 and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 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.

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