

**HELP DESK ANALYST 2****Nature of Work**

Under general supervision, at the advanced level, serves as the liaison between the user community and the technical staff by providing telephone support in resolving complex micro, mini and mainframe computer hardware and software operations problems and malfunctions. Resolves most of the problems received without referring to additional technical staff. Provides direct assistance to end users by talking through problems by telephone or by recreating problems and offering assistance. Provides support to both the end-users and the technical staff. Assumes team leader responsibility by coaching/training the Help Desk Analyst 1. Must be familiar and comfortable with the hardware and systems supported and must be able to communicate effectively with both a novice computer user and an experienced data processing professional. Performs related work as required.

**Distinguishing Characteristics**

The Help Desk Analyst 2 is intended for positions in an agency's central office with wide range of terminals/personal computers and local area networks distributed throughout the central office and at offices throughout the State. This level involves the technical skill based on the level of service provided and the complexity of the calls received. Other controlling factors include the complexity and diversity of the platforms supported, the types of systems that the help desk supports and the volume of reported problems. The Help Desk Analyst 2 performs team leader responsibilities and produces report(s) of previous month. Both Help Desk Analyst levels are usually generalists but the Help Desk Analyst 2 also performs as a specialist in some technical categories.

**Examples of Work**

- Performs team leader responsibilities by coaching/training the Help Desk Analyst 1's.
- Provides a single point of contact between the technical computer support staff and end-users.
- Performs problem determination with the objective of resolving as many problems as soon as possible; analyzes operating problems; escalates problem resolution when first level determination fails.

**HELP DESK ANALYST 2 (CONT'D)****Examples of Work (cont'd)**

- Utilizes developed procedures to document problems, recommends modifications to procedures, and updates procedures as required.
- Provides management with historical analysis of data in order to measure effectiveness of the system.
- Administers the technical support and application support library.
- Directs telephone calls from users to appropriate technical staff.
- Relays requests for assistance that are outside the scope of the help desk to the appropriate group.
- Answer questions regarding installations, setups, error messages and status, system procedures, on line transactions, system status, and downtime.
- Relay messages sent to or received from customers in a timely manner.
- Follows up with users to ensure problems have been resolved.
- Performs a periodic customer satisfaction survey of end users.
- Stay informed of all changes to the operating system that affect users.
- Provides status and feedback, to end-users and members of the technical staff.
- Attends user group meetings.
- Maintains agency data base on automation procurement inventory.
- Maintains user profile database to query by name and noting type of software residing on user's system, workstation type, and training for user.
- Maintains a problem log for tracking of problems reported, who reported them, and the resolution to the problem, so that recurring problems can be identified and resolved expeditiously.
- Assists in training of end users.
- Works with technical staff in problem resolution.

**Knowledge Skills and Abilities**

- Knowledge of data processing/word processing concepts.
- Knowledge of computer hardware/software and its terminology.
- Knowledge of computer usage.
- Skill in using a computer keyboard.
- Ability to think logically and analyze problems.

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**HELP DESK ANALYST 2 (CONT'D)**

**Knowledge Skills and Abilities (cont'd)**

Ability to assign, direct, and review the work of others.  
Ability to communicate effectively with others, both verbally and in writing.  
Ability to maintain records and prepare reports.

**Minimum Qualifications**

TRAINING: Graduation from a standard high school or equivalent.  
EXPERIENCE: Four years of full-time or equivalent part-time paid experience working with personal computers. Must have a working knowledge of at least two of the supported software products.  
SUBSTITUTION: Twelve semester hours in computer science and two years of full-time or equivalent part-time paid experience working with personal computers and working knowledge of at least two of the supported software products may substitute for the required experience.

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