

HELP DESK ANALYST 1**Nature of Work**

Under general supervision, at the full-performance level, serves as the first level of support between the user community and the technical staff by providing telephone support to agencies in resolving micro, mini and mainframe computer hardware and software operational problems and system malfunctions. Provides telephone support and end user assistance for micro, mini and mainframe computer hardware and software problems. 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. Must be familiar with the hardware, software 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 1 is distinguished from the Help Desk Analyst 2 by serving as the first level of support in resolving computer hardware and software operational problems. When the first level fails, directs the problems to the second level of support.

Examples of Work

- Logs all problems related to the use of computers.
- Provides a single point of contact between the technical computer support staff and the end-users.
- Performs the first level of problem determination with the objective of resolving as many problems as possible; directs the calls to appropriate technical staff (second level support) when the first level fails.
- Answers questions regarding installations, setups, error messages, status, system procedures, on-line transactions, system status, and downtime.
- Relay messages sent to or received from customers in a timely manner.
- Utilizes developed procedures to document problems, recommends modifications to procedures, and updates procedures as required.
- Follows-up with users to ensure problems have been resolved.
- Relays requests for assistance that are outside the scope of the help desk to the appropriate group.

HELP DESK ANALYST 1 (CONT'D)**Examples of Work (cont'd)**

Provides management with historical analysis of data in order to measure the effectiveness of the system.
Analyze operating problems and quickly arrive at workable solutions.
Administers the technical support and application support library.
Performs periodic customer satisfaction survey of end-users. Stay informed of all changes to the operating systems the effect users.
Provides status and feedback to end-users and members of the technical staff.
Provides tabulating and computing services through the Data Center to serve agencies not having such equipment or to assist agencies with equipment to handle peaks or overloads.
Attends user group meetings.
Maintains agency data base on automation procurement inventory.
Maintains user profile data base to query by name and noting type of software residing on user's system, the workstation type, and the training user had.
Maintains problem log that keeps track of the 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 capabilities and limitations of computers.
Knowledge of data processing/word processing concepts.
Knowledge of computer hardware/software and its terminology.
Knowledge of basic computer usage.
Skill in using a computer keyboard.
Ability to communicate effectively with others, both verbally and in writing.
Ability to think logically and analyze problems.
Ability to maintain records and prepares reports.

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HELP DESK ANALYST 1 (CONT'D)

Minimum Qualifications

TRAINING: Graduation from a standard high school or the equivalent.

EXPERIENCE: Three 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 one year 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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