

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION SERVICES DIVISION – SERVICE DESK - LOCATION – 55 YORK BLVD., 6th FLOOR)

SERVICE DESK OPERATIONS ANALYST– CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Service Desk, the Operations Analyst assists Service Desk management and staff to ensure that end users are receiving the appropriate assistance. This includes the responsibility of assisting in the development of all procedures related to identification, prioritization and resolution of incidents, including the monitoring, tracking and assignment of standard service requests and incidents.

This role responds to, diagnoses, and resolves problems through discussions with customers and help from Information Services staff as required. The Operations Analyst will ensure adherence to established processes for the organization, escalation, tracking, and follow up on any reported problems.

GENERAL DUTIES

Monitors progress of all open requests to ensure timely response and resolution. Follows up on service desk tickets as required to ensure calls are completed to customer's satisfaction. Escalates tickets as required.

Performs root-cause analysis to identify trends and patterns for early detection of problems. Analysis may include researching potential problem solutions using various resources such as Heat ticket database, Internet user forums, and vendor databases.

Assigns Service Desk Technicians or Analysts to onsite visits ensuring adequate coverage to address customer issues.

Monitors and recommends adjustments to scheduling and reallocation of service desk staff to accommodate breaks, lunches, meetings, training as required to ensure appropriate staff coverage to meet required service levels.

Reviews and analyzes service desk tickets to identify possible cause and effect relationships between multiple issues and/or hardware/software configurations. Develops and reports recommendations based on findings.

Reviews, diagnoses and resolves client hardware and software issues, updates service desk ticket with the resolution.

Responsible to ensure that all service desk tickets are appropriately classified, prioritized and thoroughly documented with detailed, accurate and complete information.

Assigns service desk tickets to the most appropriate support area or resource for resolution.

Monitors ACD queues to ensure adequate staffing levels are maintained throughout business service hours to ensure to meet required service levels.

Monitors IS mailboxes (Service Desk voicemail, CS Primary, Heat BPAM) to ensure all customer requests contain accurate and complete information and are addressed in a timely manner.

Responsible for monitoring and reporting on service desk activities on a weekly/monthly basis. Provides statistical service desk reports as required.

Acts as liaison with customers and Supervisors to communicate any problems, issues, or concerns about current service desk practices in order to remedy any inefficiencies.

May be required to log into ACD queue and responds to calls during high call load or low staffing periods.

As backup to the Supervisor, Service Desk, may be required to schedule and assign work to Service Desk staff to maintain required service levels based on priorities and severity.

May be assigned to an initiative or project requiring the individual to take direction from other IS Unit Manager and/or Project Manager.

May be required to provide on call support to users.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline.
2. One (1) to two (2) years experience in an IT call centre, service desk environment.
3. Ability to work in a high stress environment managing numerous concurrent activities.
4. Experience supporting and troubleshooting basic client hardware and software products including Windows 7, 2000, XP, and Microsoft Office suite.
5. Experience extracting information, identifying and troubleshooting problems.
6. Experience maintaining client relationships and delivering to established service levels.
7. Knowledge and experience navigation vendor knowledge bases including Microsoft and Oracle.
8. Thorough understanding of IS policies and procedures.
9. Knowledge of the City's business divisions and technology.
10. Working knowledge of networking systems (DNS, WINS, Active Directory).
11. Working knowledge of email technologies such as Microsoft Outlook.
12. Proven analytical and problem-solving abilities.
13. Ability to make sound and logical judgments.
14. Strong interpersonal, written, and oral communication skills.
15. Strong customer service orientation.
16. Must possess a Class G Drivers' Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.