CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION – INFRASTRUCTURE & OPERATIONS – LOCATION – 55 YORK BLVD., 6th FLOOR)

SERVICE DESK ANALYST – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Service Desk, the Service Desk Analyst provides technical and procedural support to customers experiencing technology-related problems. Operating at the second tier of support, the analyst will respond to client issues such as a lack of understanding using software or inoperative hardware/software and/or peripherals, in a timely and responsive manner, often going to the client's location.

This role responds to, diagnoses, and resolves problems through discussions with customers and help from the operations and infrastructure staff as required. The Service Desk Analyst will follow established processes for the control, escalation, tracking, and follow up on any reported problems. The Service Desk Analyst updates users' computers with updated files and programs, remotely accesses systems to diagnose and resolve problems, and refers calls to vendors or internal staff for resolution. The Service Desk Analyst assists in training customers to avoid recurring problems.

GENERAL DUTIES

Provide Tier 1 and Tier 2 software and hardware support including provision of technical advice, guidance and informal training to clients using hardware and software programs. May include fielding calls during high call load or low staffing periods.

Troubleshoot and restore routine technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures.

Review and provide assessment/confirmation of the severity and priority of client problems/issues using a set of defined criteria such as a localized versus broad issue, environmental and business impacts.

Review, diagnose and resolve client hardware and software issues, update service desk ticket with the resolution. Resolutions may require machine re-imaging, re-installation of software, virus removal, installation of operating system updates and patches, hardware component replacement (memory, hard drive, network/video/sound cards) and/or end user training.

Research issues through access to vendor knowledge databases to enhance quality of problem resolutions. Initiate and manage contact/communications with hardware, software and peripherals vendors as required to resolve user issues/problems.

Analyze problem trends and patterns and make recommendations for improvements

Perform root cause analysis, develop checklists for typical problems and recommends procedures and controls for problem prevention to IS Management.

Review and analyze support tickets to identify possible cause and effect relationships between multiple issues and/or hardware/software configurations. Develop and report recommendations based on findings.

Capture, record and update customer contact information, issue details and resolution details in service desk software.

Define and develop City wide PC/Laptop specifications in collaboration with Desktop and Network Analysts.

Define, maintain and improve processes to identify, track, escalate, resolve and report customer problems.

Develop and implement technical service restorations and troubleshooting procedures for identifying, testing and diagnosing computer system and peripheral equipment faults in collaboration with the Service Desk Supervisor and other I/S staff.

Assigns Incident and Service Request tickets to the most appropriate support area or resource for resolution to maintain service levels, as back up to the Service Desk Operations Analyst when required.

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.

Work 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.

Perform 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. Experience supporting and troubleshooting basic client hardware and software products including Windows 7 and Microsoft Office suite.

4. Experience extracting information, identifying and troubleshooting problems.

5. Experience maintaining client relationships and delivering to established service levels.

6. Knowledge and experience navigation vendor knowledge bases including Microsoft and Oracle.

7. Knowledge of the City's business divisions and technology.

8. Working knowledge of networking systems (DNS, WINS, Active Directory).

9. Working knowledge of email technologies such as Microsoft Outlook.

10. Proven analytical and problem-solving abilities.

11. Ability to make sound and logical judgments.

12. Strong interpersonal, written, and oral communication skills.

13. Strong customer service orientation.

14. Must possess a Class G Drivers' Licence.

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

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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