CITY OF HAMILTON

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

DESKTOP ANALYST – I - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Infrastructure & Operations, the Desktop Analyst – I provides the technical support for the City's standard desktop/laptop and tablet environment. The Desktop Analyst I designs and maintains the standard workstation environment and the standard office automation and desktop application suite. This role is primarily focused on projects and project related activities but also provide day-to-day operational support as required. Through project and operational roles, the Desktop Analyst I administers, configures, installs, monitors and maintains all users' desktop software, hardware and peripherals.

Working as part of the larger IT group, the Desktop Analyst I gathers information from users in order to assess, develops, and implements requests for service. Part of this role includes definition of desktop standards, creation and evaluation of software packages, hardware, operating systems and services as well as managing, monitoring and maintaining software license information to ensure the corporation is compliant, as well as ensuring that all computer devices meet security standards. In addition, the Desktop Analyst accurately troubleshoots desktop hardware and software issues and provides documentation regarding application, installation, and maintenance procedures.

GENERAL DUTIES

Provide technical leadership to IT and the business divisions on the future direction of desktop computing, how that direction will affect the City, and how future and current technology can benefit the organization in collaboration with the Supervisor, Infrastructure & Operations.

Research, compile and synthesize information regarding desktop hardware and peripherals for purpose of defining City wide desktop and laptop standards. Evaluate and test hardware for compatibility with existing network infrastructure and desktop environment.

Research, compile and synthesize information with regard to business productivity software for the purpose of defining and developing software version standardization for all desktops and laptops. Evaluate and test operating systems and business software for compatibility with existing desktop standards.

Collaborate on cross-functional teams with other City staff and consultants that may be involved in desktop hardware and software projects throughout the Corporation.

Plan and test changes and/or upgrades to the standard desktop or mobile workstation environment prior to rollout. Coordinate and lead pilot projects as required in collaboration with Infrastructure and Operations.

Analyze and assess training needs of business users and make recommendations regarding training in collaboration with the business.

Provide second and third level support to the user community for desktop related issues on referral from the service desk and in support of the Service Desk staff.

Monitor and report to IT Management on user satisfaction with desktop computers and peripheral devices. Provide input/recommendations for changes that will increase/improve user satisfaction.

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, operating system patch and update installs hardware component replacement (memory, hard drive, network/video/sound cards) and/or end user training as escalated by the Service Desk.

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.

Develop and implement security standards for desktop operating systems and hardware in collaboration with the Information Security Analyst.

Develop, test and desktop operating systems images and utilizes a desktop applications deployment system.

Develop test and maintain standard desktop operating systems images by business division/unit.

Develop and maintain a list of approved, tested and compatible business productivity software.

Develop, implement and maintain a tracking system of desktop software license acquisitions to monitor corporate license software compliance.

Maintain and analyze an inventory of assets; identify opportunities and make recommendations for optimization of asset use to IT Management Team.

Conduct regression testing of installed software and hardware.

Document application, installation, and maintenance procedures for Help Desk use.

Review quality of work performed by assigned technical analysts and external service providers. May be required to provide on call support to users.

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

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.

2. Progressively responsible experience in software and/or hardware support.

3. Demonstrated skills in analysis, planning and logical troubleshooting.

4. Extensive experience configuring and installing desktop hardware and peripherals in a networked environment.

5. Ability to develop and manage Microsoft Windows operating system custom images, computer hardware driver packages and how they are implemented in the Configuration Manager Task Sequences.

6. Ability to create custom scripts, with command-line cmdlets such as PowerShell, that will package applications for deployment.

7. Extensive experience installing and maintaining business productivity software and email including Microsoft Office and Microsoft Outlook.

8. Working knowledge of server technology, hardware, and software.

9. Knowledge across multiple technical areas and business segments relevant to the City's desktop hardware and software architecture.

10. Experience extracting information, identifying and troubleshooting problems.

11. Experience supporting and troubleshooting basic client hardware and software products including operating systems, hardware components and peripherals, business software, email applications, internet and utility software.

12. Strong technical knowledge of Microsoft Windows operating systems.

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

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

15. Working knowledge of networking systems (DNS, Active Directory, WSUS, ADK).

16. Working knowledge of quality assurance and testing practices.

17. Knowledge and understanding of project management fundamentals.

18. Knowledge of fundamental ITIL standards.

19. Proven analytical and problem-solving abilities.

20. Strong leadership skills.

21. Ability to make sound and logical judgments.

22. Demonstrated leadership and personnel/project management skills.

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

24. Must possess a valid 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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