

# HELP DESK ANALYST

## DEFINITION

Under general supervision, diagnose and resolve technical and end-user problems in a customer service-oriented, team environment. Install, maintain and support PC software, hardware and peripherals running on local and wide area networks. Provide administrative support such as network access, permissions and file restorations.

## EXAMPLES OF DUTIES

Provide computer hardware and software support for all Dane County departments and associated offices. Research and troubleshoot problems using available tools such as the help desk knowledge base and remote control. Manage, update and maintain the help desk problem, inventory, client and knowledge databases. Schedule and perform computer operations. Deliver, install and test personal computers, windows-based terminals, application software and peripherals such as printers, modems, scanners and PDA's. Respond, as needed, to network, server and communications problems. Diagnose and resolve complex printing problems. Develop, define and enforce inventory procedures. Serve as Human Services security officer and liaison for state and county administered programs. Maintain an up-to-date level of expertise.

## EMPLOYMENT STANDARDS

Experience and Education:

A minimum of three years experience with direct customer support in a technical environment is required. Help Desk Analyst certification or equivalent experience in a customer service environment. Any combination of training and experience equivalent to:

- a) An associate degree in network systems, programming, or related field
- b) A+ certification
- c) Network + certification
- d) MOUS certification.

Knowledge, Skills and Abilities:

Proven ability to resolve problems efficiently and effectively, recognizing customers' competence levels, and able to approach each level appropriately. Knowledge of Microsoft Office application software and Windows desktop operating systems. Knowledge of basic networking fundamentals and PC hardware and peripherals. Excellent interpersonal, written and oral communication skills. Proven ability to balance, prioritize and organize multiple tasks.

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