MOUNT ALLISON UNIVERSITY

Position Posting

Position Title: Helpdesk Analyst	**Position #** 1051
Department: Computing Services	**Classification**: MASA Grade 8
Supervisor's Title: User Services Manager	**Posting Date**: February 2, 2018

Position Summary:

Computing Services Helpdesk is the 1st level of technical support for computer, networking, audio/visual, and phone related issues for all students, faculty, and staff at Mount Allison University and external clients. The Helpdesk is the single point of contact for all IT issues.

*Please refer to section B for the required Qualifications, Education and Skills

Hours of Work: This is a full-time continuing position.

Mount Allison Staff Association: This position is in the bargaining unit represented by the Mount Allison Staff Association.

Who May Apply: Any person may apply. However, if qualifications, skills and abilities are equal, preference will be given first to members of the bargaining unit.

Date of Closure: Applications should be received by the Human Resources department on or before February 14, 2018. Please forward resumes to hr@mta.ca.

Position Description

A. Position Responsibilities

- Respond to requests for technical assistance in person, via phone, and electronically.
- Ensure customer satisfaction by responding to service requests through approved channels to the Helpdesk in a timely, accurate, and professional manner.
- Diagnose and resolve technical hardware, software, networking, audio/visual, and phone-related issues.
- Analyze A/V equipment and support requests, determine needs, and recommend solutions.

- Analyze phone requests, determine needs, and recommend solutions.
- Research questions using available information resources.
- Advise users on appropriate action; identify and escalate situations requiring urgent attention.
- Log all helpdesk phone calls.
- Set up and support video conferences.
- Engage internal IT staff, external vendors, and support services to solve technical problems.
- Administer helpdesk software and utilities.
- Administer phone database, verify accuracy of phone bills, and liaise with phone provider for administration and support of phones.
- Set up and support mobile technologies including Blackberry, iPhone, iPad, Android, etc.
- Manage fleet of audio/visual sign-out equipment; administer reservations, sign-outs, and returns.
- Redirect problems to appropriate resource, monitor progress, and follow up with customers.
- Document solutions for internal use and for the Computing Services website.
- Stay current with system information, changes, and updates.
- Communicate issues, changes, and planned service interruptions with the campus community.
- Assign work orders to students and other CSD staff, and ensure work orders are completed as assigned.
- Assist User Services Manager in training and supervising Helpdesk Advisors and A/V students, and provide 2nd level support for these students.

B. Qualifications

Education
- Two (2) years Post Secondary education, and at least two years of on the job work experience, or an equivalent combination.

Knowledge and Skills
- Thorough knowledge of various Windows and Mac operating systems along with a general knowledge of e-mail, web browsers, and office productivity software.
- Basic knowledge of computer security (including malware, phishing, password security, etc.) and networking (including wireless networking).
- Excellent oral and written communication skills and above average listening skills.
- Ability to learn new applications and procedures and quickly implement them.
- Ability to analyze problems, recognize potential solutions, and assess risks.
- Previous experience with planning and organizing tasks
- Excellent attention to detail, stress tolerance, patience, customer service, and typing skills.
- Ability to work independently or within a team environment is an asset.
- Knowledge of Ellucian Colleague would be an asset.