

## Job Description

<b>Job Title</b>	<b>Help Desk Support Analyst</b>
<b>Department</b>	<b>IT</b>
<b>Reports to</b>	<b>Manager of Applications (Dotted Line Director of IT, ICSD)</b>
<b>Date</b>	<b>November 2013</b>

### Overall Purpose of Job

The Helpdesk Support Analyst will provide both level 1 and level 2 support to end users for all desktop, hardware and software issues. Provide excellent customer service and technical support to all hospital departments, external users, UPMC and external vendors.

Participate in deployment of new technologies and systems for the hospital. Possess working knowledge and skills related to Windows / Linux operating system, server hardware, desktops, server software, data communications and network troubleshooting, and related IT resources for Level 1 service request resolution within service levels, and provides Level 2 support for issues as required.

Adhere to defined SLA and helpdesk metrics. Participate in technical projects for various UPMC Beacon help desk projects, as assigned.

### Key Responsibilities and Deliverables

- Provide service to the hospital client community, patients, families and visitors, while protecting the integrity and confidentiality of all data and information through physical and electronic measures.
- Providing first line comprehensive, quality service to hospital end-users and staff.
- Takes ownership of issues that cannot be resolved on a first line basis. Sees the issue through to completion when required.
- The ability to work effectively as part of a team, to multitask and to prioritise work
- Troubleshoot problems and issues related to support service delivery in a timely fashion.
- Providing clear, concise reports on status of all calls to Helpdesk Manager
- Monitors the daily helpdesk queue, resolving issues assigned in a timely manner
- Communicating resolutions effectively with end users and updating helpdesk system details as appropriate
- Manages the backup daily and weekly processes for all systems and logs accordingly
- Escalates issues to Helpdesk manager within SLA guidelines
- Researches solutions to technical problems and communicates effectively to the team
- Identify and investigate purchase needs for the help desk and submits requests, as authorised.
- Troubleshoot and work to resolve requests which are sent back to the help desk, as received and within service levels.
- Complies with UPMC Beacon IT, UPMC, ISD, and ISD Technical Services Department Policies and Procedures.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ 4 year academic degree which includes courses in computer programming, systems analysis, system development, systems engineering, or has acquired Core IT skills and knowledge via practical experience.</li> <li>▪ Additionally, this position will be required to work shifts and provide On-Call IT support. On-Call IT support requires 24 hours per day, 7 days per week availability during the On-Call period. The frequency varies based upon the number of colleagues in the rotation.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ At least three years' experience in IT helpdesk support roles.</li> </ul>
<b>Job Specific Competencies and Knowledge</b>	<ul style="list-style-type: none"> <li>▪ Technical knowledge of Active directory, Windows Server, environment, network and telecom components.</li> <li>▪ Ability to demonstrate respect and recognition towards a healthy work environment.</li> <li>▪ Understands need for customer satisfaction.</li> <li>▪ Creates and facilitates collaboration and cooperation among diverse groups.</li> <li>▪ Ability to solve problems and make decisions.</li> <li>▪ A positive and strategic thinker.</li> </ul>
<b>Personal Competencies</b>	<ul style="list-style-type: none"> <li>▪ All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager and/or hospital management.</li> </ul>

**This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.**

**Job Description received by employee:**

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**Signature**

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**Date**

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**Name (Block Capitals)**