

Job Description

Job Title	Helpdesk Support Analyst
Department	IT
Reports to	Manager of Applications (Dotted Line Director of IT, ICSD)
Date	June 2012

Overall Purpose of Job

The focus of the role of the Helpdesk Support Analyst is to support the hospital's mission "to deliver exceptional patient care in an environment where quality, respect, caring and compassion is the core of our practice".

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, 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 and participate in technical projects for various UPMC Beacon helpdesk 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.
- Provide a comprehensive quality service to hospital end-users and staff.
- Take ownership of issues that cannot be resolved on a first line basis and sees the issue through to completion.
- 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.
- Provide clear and concise reports on status of all calls to Helpdesk Manager.
- Monitor the daily helpdesk queue, resolving issues assigned in a timely manner.
- Communicate resolutions effectively with end users and update helpdesk system details as appropriate.
- Manage the backup daily and weekly processes for all systems and logs accordingly.
- Escalate issues to Helpdesk Manager within SLA guidelines.
- Research solutions to technical problems and communicate effectively to the team.
- Identify and investigate purchase needs for the helpdesk and submit requests as authorized.
- Troubleshoot and work to resolve requests which are sent back to the helpdesk as received and within service levels.
- Comply with UPMC Beacon IT, UPMC, ISD and ISD Technical Services Department Policies and Procedures.

Person Specification

Qualifications	Four 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.
Experience	At least three years experience in IT help desk support roles.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Technical knowledge of Active directory, Windows Server environment, network and telecom components. • Ability to demonstrate respect and recognition towards a healthy work environment. • Understands need for customer satisfaction. • Creates and facilitates collaboration and cooperation among diverse groups. • Ability to solve problems and make decisions. • A positive and strategic thinker.
Personal Competencies	<p>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.</p> <p>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.</p>

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 _____
Signature **Date**