

## University of Virginia Job Summary

<b>Job Code:</b>	<b>Job Title:</b>	Help Desk Support Analyst I
<b>UVA Survey Code:</b>	<b>UVA Survey Code Title:</b>	
<b>Pay Band:</b>	<b>Career Path:</b>	IT Support
<b>FLSA Status:</b>	<b>Management or Individual Contributor:</b>	Individual Contributor

**Position Summary:** Describe below the primary purpose and function of this job

Provide consultative and technical support services to faculty, staff and students to ensure timely problem resolution, system/data access and optimal system performance. Provide support for desktop, mobile computing, and client/server technology.

**Key Roles & Responsibilities:** List up to 6 key roles and responsibilities of this job.

1. Provide technical support to the university community to resolve first tier common desktop software, hardware and communications issues in an efficient and timely manner. Accurately documents request history. Triage and route second and third tier requests to the appropriate technical personnel.
2. Provide timely resolution of problem or escalation on behalf of the user by maintaining a strong working relationship with IT professionals in areas such as network services, software systems engineers, and application developers.
3. Provide high quality customer service through courteous and professional communication. Support and maintain effective relationships with consistent follow-up and documentation.
4. Perform system upgrades and new system deployments when needed.
5. Provide basic application and system training for users.
6. Assist in the development of standard operating procedures and customer service guidelines.

**Expertise:** Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have a basic understanding of his/her discipline including all required certifications as well as a basic understanding of the business environment of a large university system. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have basic knowledge information technology concepts and terminology; desktop OS and supported software applications; network fundamentals; IP protocol and fundamental troubleshooting techniques.

Applied skills and abilities may include: communicating complex technical information to novice computer users; diagnosing and resolving common desktop software, hardware and communications issues including the ability to use enterprise troubleshooting tools; working effectively with a diverse customer base to provide technical support, consultation, and training in computer systems operations and technology; communicating effectively with staff and coworkers to provide technical support, documentation, consultation, and training in help desk software applications and procedures.

**Problem Solving:** Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address routine problems and will use judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

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**Nature & Area of Impact:** To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality can affect the productivity of students, faculty and/or staff.

**Interactions / Interpersonal Skills:** Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent may have interactions with assigned student, faculty, or staff clients. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service.

### Distinguishing Characteristics

This is the entry-level job for the discipline.

- **Skills:** Level 1 incumbents are developing skills but possess a basic knowledge of the discipline from his/her education and/or training and a basic understanding of the University and its business environment.
- **Level of Work:** Level 1 work is generally routine in nature, with assignments provided at a task level, typically on a daily or short-term basis.
- **Supervision:** Level 1 incumbents work under immediate supervision, have minimal latitude for unreviewed actions/decisions. Level 1 incumbents have no supervisory responsibilities.
- **Interactions:** Level 1 incumbents typically have limited interactions with those outside his/her own team.
- **Focus:** Level 1 incumbents focus primarily on his/her own work quality and accuracy.

**Job Requirements And Qualifications:** Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

<b>Minimum Education:</b>	Bachelor's degree or equivalent experience in Computer Science, MIS, Computer Engineering or related disciplines.	<b>Preferred Education:</b>	Bachelor's degree in Computer Science, MIS, Computer Engineering or related discipline.
<b>Minimum Experience:</b>	<1 year	<b>Preferred Experience:</b>	1-3 years

**Required Licenses/Certifications:**