

POSITION DESCRIPTION

TITLE: Help Desk Analyst

REPORTS TO: Help Desk Supervisor

SUMMARY: The Help Desk Analyst is part of the LAN/Desktop Group, and the LAN/Desktop Group is charged with all aspects of enabling users to deploy and use American Society of Health-System Pharmacists (ASHP) technologies effectively.

The LAN/Desktop Group functions as an integrated unit to perform its tasks, and it is the primary interface to all staff for technology matters, from the use of existing tools and systems to the requirements for new systems, processes, and training.

The Help Desk is a Level 1-Level 3 help desk and is responsible for capturing reported issues, including their surrounding data, and properly documenting assigned projects. The Help Desk is also responsible for determining the appropriate IT resources to address issues and assigning issues to those resources.

The Help Desk Analyst is the first resource in ensuring the successful completion of these tasks.

DUTIES AND RESPONSIBILITIES:

- Perform at required level and adhere to all policies and procedures.
- Record all reported issues accurately and timely.
- Use resources properly and efficiently.
- Document all issues thoroughly and properly, resolving them efficiently, effectively, and according to standards, policies, and procedures.
- Assist the Help Desk Supervisor in identifying, analyzing, and reporting on trends, and in suggesting remedies for problem areas.
- Complete all projects on time, in an efficient and effective manner, with thorough and proper documentation, while adhering to all standards, policies, and procedures.

Position Description

DUTIES AND RESPONSIBILITIES (CONTINUED):

- Maintain integrity of all supporting documentation, e.g. procedures, resolution databases, inventories, etc.
- Ensure supervisors are quickly and thoroughly informed of all appropriate issues.
- Follow up with supervisors quickly and in a professional manner.
- Identify areas where you may need improvement and work with your supervisor to develop and implement growth plans.
- Thoroughly and properly train on all required technology and skills, including, but not limited to, customer service.
- Assist supervisors with 'lessons learned' sessions when appropriate, including applicable documentation and/or reporting, as necessary.
- Work as integral member of the Help Desk team.
- Set a positive tone by exhibiting a "can-do," whatever-it-takes, winning attitude.
- Achieve and maintain excellent interpersonal relationships with all constituencies, including the practice and promotion of open communication.
- Participate as a member of the IT on-call team.
- Performs other duties as assigned.

QUALIFICATIONS:

- Demonstrate experience in assessing issues arising from the utilization of Windows OS/Applications including WIN 2K, WIN XP, MS Office, etc.
- Demonstrate experience in building "Gold" images for desktop/laptop units.
- Two years of Level 2 help desk experience or above. A related four-year degree will be considered as a substitute.
- Excellent oral and written communication skills.

Position Description
Help Desk Analyst
Page 3

QUALIFICATIONS (CONTINUED):

- Excellent interpersonal skills.

CLASSIFICATION: Exempt [Professional]

Position Supervisor's Signature

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Corporate Supervisor's Signature