JOB DESCRIPTION

TITLE OF POSITION: Service Desk Analyst

POSITION #:   SY-133

GROUP/UNIT: IT Operations and Quality Assurance

REPORTS TO: Manager, IT Operations and Quality Assurance

PRIMARY PURPOSE

Through its services and products, CCOHS advances health and safety in Canadian workplaces, and the physical and mental well-being of Canadians.

The CCOHS Information Technology and Facility Services Department is responsible for application development and innovation, maintenance and support of facilities, applications, systems, infrastructure, hardware, and software. This position resides within the IT Operations and Quality Assurance area of the department. This team is responsible for the support and maintenance of all IT services that facilitate the delivery of CCOHS products and services to staff and clients.

The primary function of the Service Desk Analyst is providing a single point of contact and first entry point for all IT support requests and incident reporting from internal clients and CCOHS employees. The Service Desk Analyst is responsible for providing exceptional customer care through ticket triage to all IT units, resolving first level break/fix issues, and fulfilling service requests within the required service level agreements.

	DUTIES	% OF TIME
1.	**Service Desk Support** Investigates and resolves all level one break/fix issues (incidents) and fulfills service requests. This includes, but is not limited to, software access requests and license reclamation; hardware tracking; maintenance; general configuration; troubleshooting; IT-related tasks for employee onboarding and offboarding; application access and troubleshooting; and general account maintenance, deletion, and change. Contributes to knowledge articles to ensure that information is documented and can be referred to at a later, as is needed for support. As a member of the IT team, the Service Desk Analyst will occasionally provide input or participate in projects and change initiatives related to their area of expertise.	75%

2.	**Ticket Coordination, Assignment, and Follow up** Triages all incoming tickets to IT and assigns them to the appropriate staff or teams for investigation and/or fulfillment as applicable. Recognizes urgency as required and acts accordingly. This position coordinates all issues or requests from receipt to resolution or fulfillment, including escalations, and ensures timely follow up communication with the end user at each stage of the process through ServiceNow or other means.	20%
3.	**Other** Other related duties, as assigned.	5%

NATURE AND SCOPE OF POSITION

The position reports to the Manager, IT Operations and Quality Assurance. The incumbent is a member of the Infrastructure Services team.

KNOW-HOW

Knowledge:

- College diploma or university degree in the field of computer science.
- At least two (2) years of recent related experience providing helpdesk first-level IT support in an organization.
- Microsoft technical certifications preferred (MCSA, MCSE etc.).
- ITIL Foundations Certification or in pursuit of.

Managerial Know-How:

- Outstanding analytical and troubleshooting skills with a genuine interest in problem-solving to identify the root cause.
- Strong commitment to continual learning.
- Ability to efficiently handle multiple requests/incidents and assign priority as required.
- Ability to identify a major incident and follow the required escalation path.

Human Relations Skills:

- Passionate about the delivery of exceptional customer service and possesses great telephone etiquette skills.
- An ability to support end users face to face and remotely with varying levels of computer skills.
- A genuine desire and commitment to helping/supporting others.
- Exceptional verbal and written communication skills.
- Exceptional interpersonal skills and ability to work independently and as part of a team.
- Communicates in a proactive and timely manner with clients to keep them up to date on the status of tickets and issues.

Administrative Skills:
- Exceptional organizational and administrative skills with a commitment to meeting timelines and client expectations.

Contacts: Contact will primarily be with internal CCOHS staff; however, periodic contact with vendors may be required from time to time.

PROBLEM-SOLVING

Problem-solving is the main purpose of this role. CCOHS employees will be contacting the IT Service Desk Analyst for support with issues that they are experiencing or for requests that they may have. These issues and requests include, but are not limited to, hardware and/or software - laptops, desktops, printers and other peripherals; access issues and requests; file share issues or requests; M365, SCCM, Citrix, anti-virus, Microsoft Office, mobile devices, application, VPN, MFA, and device imaging support etc.

ACCOUNTABILITY

- This role is the face of the IT department as the first point of contact into IT for the business. This individual must be well organized, competent, technical minded, extremely client-focused, and efficient with a thirst for knowledge and a drive for success.
- Must have the ability to review and understand what is being reported or requested to determine course of action required, apply first level trouble shooting to resolve the issue or to escalate as required.
- Must be able to recognize urgency to prioritize and or escalate as applicable.
- Must ensure that all activities and client updates are recorded in CCOHS ticketing tool, and that staff are kept up to date on their requests and issues.
- Takes ownership of tickets and ensures that they are tracked and completed within the required service-level agreement (SLA).
- Seeks opportunities to improve levels of service, contribute to knowledge articles to ensure that we meet the needs and expectations of staff.
- In emergency situations/ major incidents, work outside of regular hours may be required.

WORKING CONDITIONS

Physical Effort:

The employee works at a computer (keyboarding and mousing to read and reply to e-mail, prepare reports, review information, etc.) for the majority of the workday. The work is interspersed with non-computer based activity, such as reading, thinking, proof-reading, photocopying, filing. The employee has some control over the workload and can get up, stretch, and walk on a regular basis. Some stooping and lifting (or handling of light material) may be required.

Physical Environment:

The employee works at a desk and/or a computer workstation with a keyboard and a mouse for the majority of the workday. The workstation and desk are ergonomically set up, with a wrist rest, mouse rest, document holder, task lamp, as required. The lighting meets standards and there are adjustable blinds on the windows as required. The building environmental controls meet general office requirements. Some risk of RMI due to intensity and duration of work unless safe work procedures outlined are followed.

Sensory Attention:

The position requires concentration to compose, enter data, proof-read, read routine information, communicate with others via e-mail, search for information and listen to others carefully. Listening attentively to understand and troubleshoot and resolve issues while on the telephone, via teams meeting or face to face.

Mental Stress:

There are priorities and deadlines which need to be met on a regular basis. There will be a need to balance competing priorities for the investigation and resolution of issues and fulfillment of service requests, to prioritize and recognize urgency. There could be frequent interruptions from colleagues, supervisor, telephone calls, chats or meetings. The employee has some control over the pace of work. Work may be repetitive. The position must deal with sometimes angry and frustrated staff experiencing service desk problems. There is disruption to lifestyle if there is a need to identify and fix problems after work hours.

SPECIFICATIONS

- College diploma or university degree in the field of computer science.
- At least two (2) years of recent related experience providing helpdesk first-level IT support in an organization.
- Microsoft technical certifications preferred (MCSA, MCSE etc.).
- ITIL Foundations Certification or in pursuit of.
- Technical knowledge and ability to support desktop/laptop hardware and software
- Technical knowledge and ability to support printing devices (Printers, MFPs, Scanners).
- Ability to support mobile devices hardware and applications (iPhone, Android).
- Technical knowledge and experience to support and troubleshoot network connectivity issues.
- Knowledge of and experience supporting Microsoft Desktop OS and applications, Active Directory, anti – virus and malware.
- Knowledge of and experience working with Citrix Director and XenApp to assist and support Citrix users.
- Experience with an ITSM tool, preferably ServiceNow.

- Knowledge of and experience supporting Office 365.
- Knowledge of and experience with SCCM.
- Understanding of VoIP and analog phone line issues.