

Job Description - Service Desk Analyst

ROLE DESCRIPTION:

The Siora Service Desk Analyst (SSDA) will provide evening and weekend support and will report to the Supervisor of support services. The SSDA will work with our team of analysts in providing professional and courteous service to our clients. The position will require that the individual answer technical questions and accurately record a detailed description of the problem at hand. The analyst will also be responsible to track the incident from creation until completion to ensure that the incident has been resolved correctly. In the case that the SSDA is unable to provide a solution to the problem, he/she will be required to escalate to a Senior Analyst or Second level support contact for resolution.

SPECIFIC JOB RESPONSIBILITIES:

- Escalate hardware/software problems where required.
- Provide initial support for products unique to the location or business group within a specific location.
- Provide technical support for the various business practice specific and customer proprietary software programs
- Install, configure and troubleshoot new software, updates and patches.
- Troubleshoot hardware conflicts (ie. BlackBerry, printers, scanners).
- Other projects as assigned by Management.
- Follow defined staffing schedule (weekend, evening)
- Detailed information about every call: contact information; contact telephone number; site location; detailed description of problem; detailed documentation for event log
- Meet Service Level Agreements (SLA) set by the client
- Ability to work evening's and weekends

KEY COMPETENCIES REQUIRED:

Technical Skills:

- Proficient in Microsoft Office Applications, Windows 2000/2003/XP, and Internet Explorer
- Must have excellent customer service and time management skills
- 1-3 years previous user support experience.

Client Service:

- Strong interpersonal and customer service skills.
- Bilingual (French, Spanish) would be an asset

Personal Effectiveness:

- Aptitude for learning software quickly and with minimal instruction.
- Excellent communication skills - both written and oral.
- Ability to work both independently (with minimal supervision) as well as part of a team environment.
- Ability to follow direction and meet deadlines as required.
- Ability in meeting end user requirements and in providing high quality customer service.
- Ability to prioritize and organize your own schedule.