Helpdesk Analyst
JOB DESCRIPTION

TITLE: Help Desk Analyst
DEPARTMENT: Client Services
REPORTS TO: Help Desk Manager

SUMMARY DESCRIPTION:

Interface directly with clients and internal staff to provide hardware, software, network and applications problem resolution. Respond to inquiries and requests for assistance with the organization's computer systems. Identify problems, troubleshoot and provide advice to assist users. Coordinate with other IS areas to resolve problems if necessary. There will be initial training at our Pearl River location during the day but the full-time coverage will be during the night.

DUTIES AND RESPONSIBILITIES:

- Receive incoming calls and emails from clients requiring assistance
- Document problems, service requests, change request and solutions
- Analyze problems, diagnose problems, and resolve when possible
- Dispatch unresolved problems to proper support area and assist in the resolution of problems
- Monitor multiple computer environments and system backups
- Resolve password/sign on problems
- Follow-up on client satisfaction of problem resolution
- Perform routine production control/scheduling procedures
- Schedule maintenance upgrades and installation of new software with clients and internal staff
- Notify clients and internal staff of system unavailability due to scheduled outages or component failures
- Review turnover log, daily checklists, and follow-up on production errors when required
- E-mail checklists and related production information to specific clients on a daily basis, or when requested
- Perform scheduled system health checks using various monitoring tools
- Perform other duties as requested by staff/management.
- Be proactive with ideas and solutions to improve team

REQUIREMENTS:

Education: Minimum H.S. Diploma
Experience: Minimum 3 years Help Desk