



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

N/A

BARGAINING UNIT:

ACE

Service Desk Technician

SERIES PURPOSE: The purpose of the Service Desk Technician occupation is to provide first point of contact support services to users of networked and/or mobile technologies and devices typically as related to business office and/or instructional operations.

CLASS CONCEPT: The class works under direct supervision and is responsible for documenting, responding to, and resolving user questions and/or issues, facilitating appropriate user access, monitoring IT service(s) health, loading applications, communicating procedures and best practices and maintaining security. Incumbents track all requests for technology services and/or help via the service management system, resolve issues upon first contact and evolving to grow first contact successes, document and communicate repetitive issues for user self-service and escalate well-documented issues to other teams as necessary and appropriate.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Responsible for daily operations of the Service Desk.

Consults with clients to analyze, troubleshoot, and remediate technology issues.

Serves as liaison between Information Technology Services departments, other University technical staff, and the University community.

Assists academic and administrative technology users in evaluating specific needs.

Prepares and conducts training sessions; trains and mentors student assistants.

Schedules, operates, monitors, and controls computer hardware equipment, peripherals, software systems, and applications; coordinates, schedules, and prepares batch and online processing schedules.

Maintain proficiencies regarding technology duties and tools especially as technologies change.

OTHER FUNCTIONS AND RESPONSIBILITIES: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: business information systems, office productivity software, and related; network connectivity of various devices including desktop and laptop computers, smartphones, electronic tablets and pads, etc. running various operating systems; network administration; employee training and development.

Skill in: operation of current consumer technologies, peripheral equipment, and trending software apps.

Ability to: cooperate with coworkers in a team environment, resolve technology issues, questions, and complaints from clients; provide a friendly atmosphere.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High school diploma or GED; one year of customer service experience; proficient with local, networked, and mobile technologies, office productivity software applications, and network connectivity.

PREFERRED QUALIFICATIONS: Bachelor's Degree in Computer Information Systems or a related field; one year of experience responding to and resolving user technology questions and/or issues.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform light work.

LIGHT: work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects, requiring: (1) walking or standing to a significant degree; (2) sitting most of the time while pushing or pulling arm or leg controls; or (3) working at a production rate pace while constantly pushing or pulling materials even though the weight or the materials is negligible. (The constant stress and strain of maintaining a production rate pace, especially in an industrial setting, can be and is physically demanding of a worker even though the amount of force exerted is negligible.)

UNUSUAL WORKING CONDITIONS: May be required to work occasional evenings and weekends.