



Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00638	Pay Grade:	9
JD Title:	Lead Service Desk Analyst	JD FTE Hours:	35
Job Family:	IT		

General Description

The Lead Service Desk Analyst plans, conducts, and supervises complex assignments and develops and applies new methods and procedures to resolve a variety of service incidents which deviate from planned or expected information system behaviour. Provides a rapid response inquiry service to users and customers to solve problems they have in using the relevant features and functions of the University's information technology products and services. Understands Service Desk metrics and analyzes reports to determine service and support trends required to plan and implement new service approaches within the department. Provides supervision to a team of Service Desk Analysts.

Representative Duties & Responsibilities

- Manage daily and long-term work assignments of internal staff and schedule and monitor adherence to procedures, protocols, and standards.
- Act as an on-site project manager, responsible for managing projects from inception to completion.
- Plan and establish project framework and identify project milestones to ensure the project is completed according to project specifications and within specified timelines.
- Identify, initiate, and lead various projects.
- Participate in the preparation and forecasting of departmental budgets.
- Plan and coordinate a variety of events and activities.
- Act as the primary Client Services point of communication to provide critical notifications of unplanned outages and planned system updates.
- Act as a liaison between the Service Desk team and other units.
- Establish and maintain service standards for the Service Desk.
- Monitor existing and propose new and enhanced service levels through the development and analysis of service level metrics and reporting.
- Establish and implement procedures for problem referral and escalation procedures.
- Establish and implement methods for problem prioritization.
- Monitor and analyze service records for trends and common problems.
- Recommend and implement service and product improvements and participate in planning meetings with management team.
- Ensure user support staff are advised of systems updates, errors, and features.
- Proactively address problem areas by recommending effective and appropriate solutions.
- Create and disseminate surveys to determine client and staff needs.
- Analyze call records and recommend solutions for problem areas.
- Review and resolve client behaviour and inappropriate service provider responses and act as the first level of escalation and complaint handling for the department.
- Investigate newly reported problems and document solutions.
- Administer site licensed software for the University community.
- Respond to and resolve Level I client issues such as hardware and software problems, and installations.
- Respond to escalated problems from working level staff and customers.
- Document and update accurate and consistent records of all calls.
- Check progress on referred problems and keep users informed.
- Apply escalation procedures for problems with unsatisfactory progress.

Representative Duties & Responsibilities

- Provide users with routine information such as system updates, errors, and features.
- Carry out practical assignments supporting routine operations.
- Respond to Level II requests such as hardware, software, networks, training, and installations.
- Elicit additional information from clients and colleagues to diagnose issues.
- Refer complex situations to relevant area with accompanying diagnostic information.
- Provide the leadership required to ensure the maintenance of accurate records and preparation of statistics for reports.
- Develop, verify, and maintain service desk procedures.
- Monitor call records, service levels and status.
- Monitor progress on problem resolution and advise users on status.
- Set priorities and escalate problems not being solved.
- Ensure users receive services that were committed.
- Ensure users receive information on systems updates, errors and features.
- Train users on a large number and type of software applications on an ad-hoc basis.
- Learn about new technologies in advance of their introduction to the University community in order to effectively respond to help-desk inquiries.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Demonstrate a rational and organized approach to work and identify development opportunities.
- Absorb technical information when it is presented systematically and apply it effectively.
- Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- Follow service practices that meet customers' and University needs.
- Interact with others in a way that gives them confidence in one's intentions and those of the University.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Successfully engage in multiple initiatives simultaneously.
- Apply and enforce department change control policies and procedures.

Supervision

- Supervise and direct the activities of 1 to 4 continuing employees.

Qualifications

- 3 year Community College diploma in Computer Technology or related field of study.
- Requires 5 years of relevant experience, including one year of supervisory experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- Elements of moderate physical effort are not a regular feature of this job.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.
- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
 - Documenting and updating accurate and consistent records of all calls.
 - Checking progress on referred problems and keeping user informed.
 - Training users on a variety of software and operating packages.
 - Responding to Level II requests such as hardware, software, networks, training, and installations.
 - Eliciting additional information from clients and colleagues to diagnose issues.
 - Contributing to the development, verification, and maintenance of help desk procedures.
- A typical work day consists of up to 3.5 hours of high mental effort for activities such as:
 - Establishing project framework and identifying project milestones.
 - Developing and analyzing service level metrics and reporting.
 - Diagnosing, assessing, circumventing and finding remedies for complex Level I service incidents.
 - Analyzing call records and recommending solutions for problem areas.
 - Investigating newly reported problems and documenting solutions.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently handles competing requests and simultaneous deadlines.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00638	Pay Grade:	9
JD Title:	Lead Service Desk Analyst	Total Points:	565
Job Family:	IT		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	5.0	105
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	3.0	39
	5. Education and Experience	D9	76
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	4.0	78
Responsibility	9. Planning and Coordination	3.0	46
	10. Responsibility for Others	4.0	78
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.5	80
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5