Position Title: Service Desk Analyst

The Department of Information Technology Services at Saint Louis University provides internship opportunities in the field of technology services to prepare students for professional employment. Students accepted in the program will be challenged to learn new skills and develop a professional portfolio. The program employs students as paid staff members on a part-time basis and requires students perform in a professional manner.

Job Summary

Under general supervision, the Service Desk Analyst role is to provide software, hardware and network support for University systems, install and configure new software and hardware and provides guidance on technology. This includes reviewing, prioritizing, documenting, and actively resolving customer service requests on site, in person and via telephone. Problem resolution involves the use of diagnostic tools, troubleshooting and problem-solving methodologies.

Internship Requirements:

1. Available to work 10 and maximum of 15 hours per work week
2. Completion of all required documents
3. Commitment to complete a minimum of 16 weeks (semester) internship

Job Tasks and Responsibilities:

May include any and/or all of the following:

- Responsible for assisting all University customers with their questions about any of our supported software, hardware and network platforms in a professional and courteous manner through telephone interaction, email, or face-to-face.
- Provides onsite assistance with troubleshooting, installation, configuration of University owned computer and technology systems
- Assists with new technology testing and deployment to University systems
- Actively participate as a team member in assisting with the ongoing development and maintenance of departmental documents and processes.
- Evaluate documented resolutions and analyze trends to better prepare for future occurrences.
- Apply diagnostic utilities (when required) to aid in troubleshooting.
• Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
• Awareness of all software and hardware used and supported by the organization.
• Prioritize and escalate problems (when required) to the appropriately experienced personnel.
• Document all customer contact during the service request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
• Availability for flexible scheduling.
• Provide guidance and/or instruction to other staff members.
• Follows a planned professional development program; maintains continual growth in professional skills; performs special projects and other duties as assigned.
• Perform other duties as assigned.

Knowledge, Skills, Abilities, and personal Characteristics

• Exceptional customer service skills.
• Exceptional written and oral communication skills.
• Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
• Strong working knowledge of computer hardware.
• Strong working knowledge of computer operating systems.
• Strong working knowledge of Internet Browsers.
• Strong working knowledge of office productivity suites.