

Classification Plan

Office Series - Administrative Services

	Class Title	Service Desk Administrator
	Kind of Work	
	Kind of Work	Responsible for undertaking a specialized central office function providing various complex tasks in a Call Centre Environment requiring a considerable amount of expert knowledge of a particular area or subject matter.
	Administrative Support	<ul style="list-style-type: none"> • None
	Level of Work	
KEY RESPONSIBILITY AREAS	<p>Skills and Expertise Required</p> <p>Actual knowledge and skills required to do the job, however acquired.</p>	<ul style="list-style-type: none"> • Projects a positive image with WRSD staff, students, visitors and callers. • Is an integral and contributing team member of the IT department. • Extensive phone and computer support of end users with various operating systems and application software. • Directory services experience required (Active Directory preferred). • Opening, updating and closing support tickets in Fame Assets, as well as first level triaging and resolution of support requests. • Provides end user phone and computer based support in troubleshooting software and hardware problems, network connectivity issues, active directory, Citrix, printing and Google Apps for Education. • Manages and reviews Fame Assets ticketing system ensuring cases are being appropriately assigned, responded to, escalating or closed. • Equipment inventory, supplies, assists with procurement, asset management. • Continuous improvement (always looking for new and more efficient ways to get the job done). • Proficiency with Microsoft Windows XP 7 & 8, Microsoft Office, Blackberry, Android, Apple iOS, HDI, ITIL and MCSE a plus • Knowledge of an enterprise ticketing system required (Fame Assets a plus). • Experience in a high volume call centre. • Use of remote assistance tools such as join.me, chrome remote desktop, SCCM. • Solving basic network connectivity issues. • Assists other Technology Services staff with strategic projects as appropriate. • Fulfils a mentoring role and provides in-servicing for staff when appropriate. • Maintains documentation on common and resolved issues. • Participates in the evaluation, packaging and deployment of software. • Performs other duties as assigned by the Manager of Information Technology Services.

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	<p>Contacts</p> <p>Interaction with others both within the organization and external to the organization. Includes the frequency and nature of the contact.</p>	<ul style="list-style-type: none"> • Reports to the Manager of Information Technology Services. • Reports to the IT Specialist II (SSS II) for technology related guidance and adherence to divisional standards. • Works collaboratively with the other school based or divisional based Technology Services Staff. • External contacts tend to be focused on problem resolution
FACTORS	<p>Independence/ Problem-Solving</p> <p>Includes the application of knowledge/skills to the work, the structure within which the work is performed and the nature of problems encountered</p>	<ul style="list-style-type: none"> • Will work collaboratively and independently to perform assigned tasks. • Assignments are varied and procedures diverse. • Problems encountered will run the gamut of complexity. • Largely independent on a day-to-day basis, with the incumbent responsible for organizing work to meet deadlines while balancing demands from sites. • Must continually be assessing if problems are systemic or require escalation.
	<p>Supervisory Responsibilities</p>	<ul style="list-style-type: none"> • not applicable <p>This position provides support services to sites, without direct line relationships.</p>
Qualifications		
	Education/Experience	Grade 12 with related course work in the area of computer sciences and or customer service. Three years in Technology Services Help or Call Centre Environment.
<i>Equivalencies may be considered on a one-for one basis e.g. additional experience in lieu of education.</i>		