

701 W. Randall St.
Suite C
Coopersville, MI 49404
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Job Description - Help Desk Analyst

Minimum Qualifications: Minimum of a HS Diploma, Tech training preferred, ITIL or HDI a plus

Experience: Minimum 2 Years Help Desk Experience

Duties:

Provides software and hardware support of low to medium complexity on a daily basis via telephone, email, instant message, remote control tool or onsite.

- **Onsite support** may include hardware or software installation, troubleshooting, training or other tasks as requested
- Troubleshoots and restores technical service and equipment problems by analyzing, identifying and diagnosing faults and symptoms using established processes and procedures
- Enters all incoming incidents and requests into a ticket management system, documenting detailed and accurate troubleshooting steps and instructions, as well as properly notating tickets with all information obtained from customer contact
- Performs internal/external customer PC set-up and introduction
- Functions, somewhat independently, under general direction of more senior Help Desk staff and Management
- Provides technical advice, guidance and informal training to customers using hardware and software programs
- Performs root cause analysis and develops checklists for typical problems
- Recommends procedures and controls for problem prevention
- Completely documents any and all changes to customer systems

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- Escalates issues in a timely manner to more senior staff if necessary
- Provides documentation services to customers by creating appropriate network diagrams, lists, etc.
- Creates flow charts of software installations for subsequent use by other staff and the customer
- Maintains appropriate billable percentage per management guidelines
- Keeps schedule updated and accurate at all times
- Participates in on-call rotation as necessary

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