CORPORATION OF THE COUNTY OF MIDDLESEX
POSITION DESCRIPTION

TITLE:	**Service Desk Analyst I**
DEPARTMENT:	**Information Technology Services (ITS)**
REPORTS TO:	**Manager of IT Infrastructure and Technical Services**
POSITIONS SUPERVISED:	**None**
EFFECTIVE DATE:	**September 2020**

POSITION SUMMARY

As a customer service focused member of the ITS team, the Service Desk Analyst I's role is to be the primary support for all desktop and service desk related issues. The Service Desk Analyst I will be responsible for creating and maintaining all support related documentation. This position will install, configure and maintain all desktops and their associated equipment and software. This position will also be one of the primary team members to respond to and document Service Desk calls. This position, at times, will come across confidential information so integrity, confidentiality and discretion are required. Based at the Middlesex County Building, travel to remote sites will be required. This position will also work evenings and weekends when required.

PRINCIPAL RESPONSIBILITIES

- Service Desk and application support, including basic network troubleshooting
- Install, configure, deploy and maintain desktops and their associated equipment and software
- Install, configure, deploy and maintain printers and print servers
- Maintain and assist with asset and inventory management processes
- Maintain and support traditional fax and fax over IP solutions
- Active Directory account maintenance and support
- Research and recommend efficiencies for Service Desk and PC deployment processes
- Document Service Desk calls and resolutions while ensuring all documentation is kept up-to-date
- Work with various vendors, consultants or contractors to resolve issues
- Follow and maintain backup schedules and systems
- Lift and carry computer and server related equipment
- Perform other related duties as required

MINIMUM QUALIFICATIONS

- Post-Secondary diploma in Computer Systems Technician (2 year college diploma or equivalent)

- Customer service oriented individual with strong interpersonal skills and a positive attitude
- Excellent knowledge of computer hardware and Microsoft and Apple operating systems
- Excellent oral and written communication skills
- Driver's license and use of a vehicle