

The DAS IT section reports to the DAS Chief Information Officer and is comprised of two units, Application Delivery and the Technology Support Center. DAS IT provides internal support to the divisions in DAS. The total budget for the two units is around \$14 million.

b. Describe the primary purpose of this position, and how it functions within this program.

Complete this statement. The primary purpose of this position is to:

The Technical Support Center (TSC) Help Desk Analyst is responsible for triaging, troubleshooting, and repairing customer desktop IT problems, using consistent processes and procedures. They also facilitate escalation and coordination of more complex technical issues with higher level TSC and ETS technical support staff.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
45%	NC	E	<ul style="list-style-type: none"> • Troubleshoot and repair desktop technology and connectivity issues on a variety of agency and enterprise systems, including but not limited to mainframe, LAN/Desktop connectivity, networks, firewalls, web page content and inquiries, teleconferencing, online services and mobile devices. • Respond to and communicate directly with customers regarding their assistance requests. Utilize various remote desktop technologies to troubleshoot and repair issues. Create and assign help desk tickets as needed to escalate problems to a field technician, lead worker, TSC Tier 2 technicians and management. • Record customer information, problem description and relevant details, including troubleshooting and repair information in the help desk ticketing application. Provide estimated time to problem resolution where applicable. • Follow-up with customers to ensure that the solution implemented solved his/her problem. Remain ticket owner until ticket closure. • Communicate with customers as needed the details regarding scheduled or unscheduled down-time of servers, network, applications, databases, and other affected IT systems. • Provide first response phone and email support for desktop hardware and software, and for agency and enterprise systems to DAS and TSC supported client agency staff. Participate in ongoing design and maintenance of help desk applications. • Maintain awareness of customer problem resolutions and keep the customer updated on resolution status. • Initiate escalation as appropriate to ensure management awareness of problems that are severe in nature or that are exceeding documented targets.
40%	NC	E	<ul style="list-style-type: none"> • Password Resets and Resumes; Unlock user accounts • Troubleshoot and repair customer PC issues utilizing remote desktop administration tools. • Install desktop applications with remote desktop tools.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

			<ul style="list-style-type: none"> • Direct customer to appropriate resources regarding services provided by DAS – E-Gov content questions, audio and video teleconferencing, on-line services, voice services support, and other ETS hosted applications for DAS and Client Agencies. • File management to include restoring and deleting datasets. • Process spam email. • User account management, security and distribution group configuration and modification,
10%	NC	E	<ul style="list-style-type: none"> • Triage and/or fulfill requests that are submitted to the TSC (i.e. firewall request, new user request, etc.) • Identify procedures that need to be documented for all Help Desk team members, develop procedures to incorporate into TSC knowledge repository. Develop Help Desk procedures as changes in technology. Add to TSC standard operating procedures and the knowledge repository.
			<ul style="list-style-type: none"> • Triage and/or resolve system access issues using prescribed internal procedures and processes. • Utilize system logs to evaluate problems and determine or apply solutions for customers and management. • Escalate customer hardware and software product requests to appropriate field or procurement staff. • Participate and support the implementation of new or modified IT systems by assisting higher level staff to develop, construct, and test in all deployment phases. Identify, triage and repair problems and issues. Report outcomes and status according to customer or technical staff input.
5%		NE	<ul style="list-style-type: none"> • Other duties as assigned
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Duties are performed in an office environment working at a computer terminal for long periods of time, working in or around noisy machinery. Business needs may require working irregular hours or shift work (24/7, weekends, evenings, holidays, and travel for job related purposes) in order to do work or make changes or maintenance that are not approved to be done during the hours of 6am – 6pm.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

- Data Center Standards Manual
- Vendor Supplied Manuals
- Operating Procedure Manuals
- Oregon Administrative Rules
- DAS Policies and Processes
- Statewide Policies and Processes
- ISO 9000 policies and work instructions

- Enterprise IT Strategy
- IT Standards (e.g. ITIL, Cobit)
- TSC processes and procedures
- Statewide Information Technology Rules and Policies
- System Documentation
- SLAs with all TSC customers

b. How are these guidelines used?

They provide general guidance and policy directions, and framework to the incumbent who must interpret and apply them as necessary for each application.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Section and division staff	In writing, by telephone, electronically, in person	Problem triage and resolution or escalation	Daily
DAS Managers and Leads	By telephone, electronically, in person	Resolve Issues	Daily
Agency Customers and Client Agencies	By telephone, electronically, in person	Resolve Issues	Daily
Contractors	In writing, by telephone, electronically, in person	Resolve Issues	As needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

The Help Desk Analyst makes assessments of end-user technical problems. Poor decisions could result in unnecessary delay, customer dissatisfaction, and failure to meet agency product, time and service requirements. The decisions of this position, as it pertains to processes and procedures, will entail critical thinking and good judgment. Errors could cause miscommunication and failure to follow important directions ultimately leading to possible loss of availability and reliability in DAS products and services.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
PEM E X7008	0414876	In person & in writing	Daily/Weekly	To ensure understanding of the system requirements and that all security measures are being enforced.
		Written / in person	Annual	Performance Evaluation

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

Appointing Authority Signature

Date