St. Lawrence College
Position Description Form (PDF)

Effective Date: December 21, 2019

Campus: **Kingston (with Tri-Campus responsibility)**

Incumbent's Name: **Vacant**

Position Title: **Service Desk Analyst**

Payband: **H**

Position Number: **471**

NOC Code: **2282**

Job Code: **SSN054**

Hours per Week: **35**

Supervisor's Name and Title: **Director, Client Experience & IT Services**

Completed by:

Signatures:

Incumbent: _____   Date: _____
(Indicates the incumbent has read and understood the PDF)

Supervisor: _____   Date: _____

One-Over-One: _____   Date: _____

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.

2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.

3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representative for clarification.

4. Ensure the PDF is legible.

5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

> Service Desk is a focal point of contact for customers with any IT related issues, questions and feedback.
> Service Desk analysts will act as a:
> - Single point of contact for service disruptions
> - Single point of contact for service requests
> - Single point of communication with customers and a point of coordination for ITS groups
> - Strive for a first call resolution

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather then detailed work routines.

	Approximate % of the Time Annually*
Analyze IT related issues	20
Fulfill service requests	20
Resolve IT related issues	20
Participate in IT projects	10
Lead small IT projects	10
Provide guidance/advice to bursary students, including setting their schedules, work assignments and priorities.	10
Respond to IT emergencies	5
Train users on IT products, processes and SLC specific setup and configurations	5
	100%

* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the job training in this information.

☐ Up to High School or equivalent ☐ 1 year certificate or equivalent ☐ 2 year diploma or equivalent

☐ Trade certification or equivalent ☒ 3 year diploma/degree or equivalent ☐ 3 year diploma / degree plus professional certification or equivalent

☐ 4 year degree or equivalent ☐ 4 year degree plus professional certification or equivalent ☐ Post graduate degree or (e.g. Masters) or equivalent

☐ Doctoral degree or equivalent

Field(s) of Study:

Computer Science. Vendor certifications, such as A+, MCSA, MCITP. Industry framework qualification for Service Management – ITIL foundations.

B. Check the box that best describes the requirement for the specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirements that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☒ No Additional requirements

☐ Additional requirements obtained by course(s) of a total of 100 hours or less

☐ Additional requirement obtained by course(s) of a total between 101 and 520 hours

☐ Additional courses obtained by course(s) of more than 520 hours

2. **Experience**

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of years of experience, in addition to the necessary education level required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or the on-the-job training occurs after the conclusion of the educational course or program.

☐ Less than one(1) year	
☐ Minimum of one (1) year	
☐ Minimum of two (2) years	
☒ Minimum of three (3) years	Experience troubleshooting IT issues over the phone, remotely and in person as required. Excellent customer service coupled with IT expertise is a must.
☐ Minimum of five (5) years	
☐ Minimum of eight (8) years	

3. Analysis and Problem Solving

This section relates to the application of analysis and judgment within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgment required to do so.

Please provide up to three (3 examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	A customer from local Campus reports an operational problem with their multi-media equipment, computer or application.
How is it identified?	User experiences and describes symptom in plain English to IT Support Analyst by phone, email, web or in person.
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent must be resourceful, able to calm the client to better understand the issue at hand and pinpoint the problem to target a solution.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent may request the customer to perform certain procedures to diagnose the situation. If investigative troubleshooting is required at a technical level, a remote visit using technology occurs to attempt resolution otherwise precise technical details of the error/symptom are retrieved. A service ticket is generated which follows policies and procedures.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals, guidance from others in the IT Team.

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered.	A customer from a remote Campus reports an operational problem with their multi-media equipment, computer or application.
How is it identified?	User experiences and described symptom in plain English to IT Support Analyst by either phone, email, or by web.
Is further investigation required to define the situation and/or problem? If so, describe.	IT Standardization helps the re-creation of the symptom, so that the incumbent can diagnose, report to responsible IT Tech for development of a solution. The incumbent uses remote administrative tools to remotely assist and resolve.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Demonstration, pertinent questions, known knowledge of application behavior. Research is involved to determine the root cause, unless similar situation was encountered in past practices.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals, guidance from Tech Support Specialists and vendor contacts.

#3 regular & recurring

Key issue or problem encountered.	An Academic application or service is reported as malfunctioning.
How is it identified?	Typically identified during the academic lab activity while students await resolution. Oversight of testing has resulted in a critical situation which could either affect learning outcomes or class cancellation.
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent must be resourceful and rapidly understand the application/service operation to analyze the extent of the situation. A workaround may be required.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The incumbent performs logical and backend systems verification of the supporting systems and securities prior to identifying the application itself as the point of failure. Faculty/Student familiarization of the application/service must also be measured to determine if training or usage guidance is the issue.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals, guidance from Tech Support Specialists and vendor contacts.

3.   Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered.	Evaluation of a new solution is required by one of the college employees
How is it identified?	The user approaches Service Desk via email, in person or over the phone when there is a business problem for which the solution does not yet exist
Is further investigation required to define the situation and/or problem? If so, describe.	Thorough evaluation of the specific product or a solution is required against business requirements collected from the customer.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	A familiarization with the product occurs via Internet research and demos provided by the vendor. That knowledge then applied to assess what requirements can be satisfied by the solution
What sources are available to assist the incumbent finding solution(s)? (e.g. past practice, established standards or guidelines.)	Internet research, vendor demonstrations, analysis of information and its comparisons to the requirements.

#2 occasional (if none, please strike out this section)

Key issue or problem encountered.	Training and how to guidance is required for new products and solutions
How is it identified?	New solution is deployed to the customer. As part of the transition, technical training takes place to facilitate cross training with peers and customers
Is further investigation required to define the situation and/or problem? If so, describe.	Training guide is prepared and carried out
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Brainstorming is used to put together a guide that will be executed
What sources are available to assist the incumbent finding solution(s)? (e.g. past practice, established standards or guidelines.)	Newly developed knowledge, vendor documentation, consultations with peers

4.   Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to the position, up to two (2) examples that occur occasionally:

	#1 regular and recurring
List the project and the role of the incumbent in this activity.	Service requests which involve multiple levels of IT Team involvement. A new Financial Services employee hire is directed to the Service Desk Analyst to coordinate.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Determine the roles and associated resources for which service ticket(s) and workflow must be assigned, tracked and collected to be forwarded in a timely manner to the department contact which initiated the request.
List the types of resources required to complete this task, project or activity.	Actions under the responsibility of the incumbent are completed using designated administrative tools, workflow using the service tracking system.
How is/are deadline(s) determined?	As described by the requester to meet the start date of the new employee.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The requestor for the service request.

4. Planning/Coordinating

#2 regular and recurring

List the project and the role of the incumbent in this activity.	Application of the IT Service Desk Triage, IT Standards and Guidelines
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Sensitivity to the impact of the customer reported issue/request must be understood to accurately apply the guidelines when creating, servicing and assigning of the service request ticket.
List the types of resources required to complete this task, project or activity.	Thorough understanding/interpretation of the guidelines, standards and policies. Knowledge of business critical applications and academic/administrative cycle, trends and scope of impact to the organization must be understood. Situations involving significant impact to the organization and or service area are reported directly to the IT Service Desk.
How is/are deadline(s) determined?	Initial ticket criteria is based on the assessment of the impact and urgency. Escalation procedures based on service level agreements (SLA) if present and documented procedures.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Reported changes in the situation as reported by the customer.

#3 regular and recurring

List the project and the role of the incumbent in this activity.	New technology needs to be implemented in the classroom.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Planning, research, business analysis and coordination skills will be deployed.
List the types of resources required to complete this task, project or activity.	Supervisor, IT teams will be required for the coordination of the project.
How is/are deadline(s) determined?	Deadlines are identified through customer requests, approvals by the management and coordination with conflicting priorities.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Knowledge of the project governance is required to identify who would decide on changes to the project.

4.   Planning/Coordinating

#1 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	Service Desk is responsible for the hiring, schedule and training of IT Bursary Students
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Coordination and organization in the scheduling of interviews, training and bursary student schedules
List the types of resources required to complete this task, project or activity.	Scheduling tools, Office365, Excel
How is/are deadline(s) determined?	Bursary Students schedules are identified as to when they are available to work on the desk. Times are also determined by Service Desk hours.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Service Desk analysts will be using their judgment to resolve any scheduling conflicts

#2 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	Service Management system maintenance. Service Desk analysts will be updating the content of our Service Management tool and changing functionality based on new requirements.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to research updates to determine impact of current operational environment. Attention to detail and appropriate testing before release into production.
List the types of resources required to complete this task, project or activity.	Vendors, IT Infrastructure Staff, IT Service Desk staff.
How is/are deadline(s) determined?	Deadlines will be dependent on vendor releases and availability of functionality that is desired by the Director of IT Client Services
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Director of IT Client Services.

5. **Guiding/ Advising Others**

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work skill development.

Though support staff cannot formally "supervise "others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks. Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
☐	☐	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	
☐	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	
☒	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Fields service requests and applies IT policies/guidelines to create service ticket requests for field techs or technical support specialists. Provides advice and assistance with problem resolution, IT standards/ guidelines, acceptable use policy, best practices, etc. Guides users to sources of documented procedures available to address customer request s from the IT Library of on-line materials provided on the SLC Connect Website for Students and the Intranet Website for Staff. Determines service ticket priority and escalates task allocation to technical support staff as appropriate. Follows up with customers to ensure completion of tasks and satisfactory problem resolution.
☐	☐	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate	

		correct processes/procedures or provide direction.	
☐	☒	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	Explains tasks and procedures to bursary students who work at the Service Desk. Prioritizes their work and establishes deadlines. Ensures that work assignments are completed satisfactorily. Provides remedial guidance as necessary and provides evaluative feedback.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in this position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (If none, please strike out this section)
Service request workflow amongst IT Team. Access to IT resources depending on the urgency of the request.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Situations where SLA's are not met requiring alternate strategies. Interpretation of policies, responses to unusual requests/questions, complaints, difficult customers, conflicts.	Opportunities for improvement entailing policy change, inventory management and equipment maintenance.

How is work reviewed or verified (e.g. Feedback from others, work processes, supervisor)?	
Regular and Recurring	Occasional (If none, please strike out this section)
The incumbent will follow the Service Desk Triage Policy and based on the customer situation, work impact, and timelines for problem response and resolution assign a priority and assignment of work to other technical representatives	

6.   Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
	Exercise judgment on the timing of sending tri campus communications during IT outages

Describe the type of decisions that would be decided in consultation with the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
Customer follow up, information collection and feedback gathering	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Service Request or Issue routing to a specific member of the IT department where first contact resolution is not possible.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which a position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfill the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D,W,M,I)*
How is it received?	How is it carried out?		
A customer expects live answer and/or immediate confidence that their request/issue will be promptly addressed. Requests are received by phone, email, web or in person.	Abiding by policies and guidelines, the incumbent must balance customer anxiety with due process based on the IT SLA's and policies. All requests must be accessed and registered within the service tracking software including technical details, required ticket entry and workflow assignment. Attempts are made to resolve using defined procedures and past experiences.	Staff, Faculty, Students	D
SLA's, due dates and scheduled events for customer requests must be balanced with unplanned urgent situations to maintain customer confidence and satisfaction	The incumbent must balance availability to perform issue resolution with ticket creation for resolution by assignment to other IT Team members.	Staff, Faculty, Students	D
Act in a crisis or situation with little time to prepare or research.	The incumbent must address the situation with urgency and focus on a quick and technically responsible solution while being sensitive to the customer's situation.	Faculty and Staff	W
Incumbent receives notification of employee new hire and/or exit. IT services and resources administration tasks and impact must be analyzed. Also applies to Academic customers.	Service Desk Analyst will perform various account management duties, and coordinate other IT resource to fulfill this request	Staff, Faculty, Management and Students	W

* D = Daily   W = Weekly   M = monthly   I = Infrequently

8.   Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section (s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D,W,M,I)*
Exchanging routine information, extending common courtesy	Following with customers on issues, letting peers know of the available work around	Peers, Customers	D
Explanation and interpretation of information or ideas.	Receiving information from customers and other IT personnel	Customers, IT groups	D
Imparting technical information or advice	Communicating how something works or the cause of the issue. Provides technical information to peers and users.	IT groups	D
Instructing or training	Occasionally provides cross-training on new functionality in small groups.	IT groups	I
Obtaining cooperation or consent			
Negotiating			

* D = Daily   W = Weekly   M = monthly   I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, and lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D,W,M,I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1-2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Prolong sitting	D			X	X		
Lifting heavy items, e.g. computers, monitors, etc.	M	X			X		

* D = Daily   W = Weekly   M = monthly   I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

⊠ Light (up to 5 kg or 11 lbs.)

⊠ Medium (between 5 to 20 kg and 11 to 44 lbs.)

☐ Heavy (over 20 kg. or 44 lbs.)

Monitors, computers, other IT equipment
Printers

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:
- the audio/visual effort and the focus or concentration needed to perform the task and the duration of the task, including breaks (e.g. up to two hrs. at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Triage of the issues	D	X		

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No The customer continues to provide new information in which case the focus continues to change.

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Participating in small projects	M			X

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No There are always interruptions that occur as IT is a very high paced environment with various activities occurring often

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Crafting tri campus message, e.g.. outage notification	W	X		

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No This is usually an emergency situation. On the go thinking and acting is required

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11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D,W,M,I)*
☒ acceptable working conditions (minimal exposure to the conditions listed below	An office is provided in an ergonomic configuration to allow operation of required computing and telephony equipment. Access to Tech office with sufficient workspace when required.	D
☒ accessing crawl spaces /confined spaces	Below desks, in wiring closets	M
☒ dealing with abusive people	Occasional derogatory remarks from angry or stressed out students.	I
☐ dealing with abusive people who pose a threat of physical harm		
☐ difficult weather conditions		
☐ exposure to very high or low temperatures (e.g. freezers)		
☒ handling hazardous substances	Cleaning solvents and toner/ink	I
☒ smelly, dirty or noisy environment		
☒ travel	Vacation/Illness coverage of other Campus Techs Other remote Campus/Office IT requirements/ projects.	I
☐ working in isolated or crowded situations		
☐ other (explain)		

* D = Daily   W = Weekly   M = monthly   I = Infrequently