

Service Desk Analyst Job Description

Duties and Responsibilities:

- Answers and responds to inbound calls or electronic requests from end-users regarding products
- Creates and documents all support calls from the user community into the service desk tracking software
- Applies skills to resolve all technical trouble tickets at the service desk before referring to technical support
- Analyzes and resolves all application software or hardware incidents and requests from end-users
- Ensures to log and tracks incidents and requests from identification through resolution stages
- Follows up with reported complex incidents to ensure they are resolved, requests are filled, and the customer communication is complete
- Updates general knowledge of current corporate, division, and facility-specific products, as well as improving the ability to resolve requests on first contact
- Ensures accurate and necessary information is obtained by utilizing Remedy Templates when available
- Responsible for providing on-call support as needed
- Establishes and develops relationships with other IT&S teams through frequent constructive communication
- Responsible for identifying shortcomings for implementing process improvements
- Complies with and supports HCA IT&S standards, policies, and procedures
- Logs incidents and requests into appropriate product categorization
- Ensures timely resolution or escalation of incidents, and promptly communicates on progress to end-users
- Handles customers' issues or requests with professional attitude.

Service Desk Analyst Requirements – Skills, Knowledge, and Abilities

- Experience/Education: To work as a service desk analyst requires a minimum of High School Diploma combined with several years of experience. However, a Bachelors degree in Computer Science or Information Technology is mostly preferred
- Certifications: Service desk analysts require certification in the following areas: Security Environment Certification: CompTIA Security+ CE or equivalent; Process Environment Certification: ITIL Foundation Level; Computing Environment Certification: MCSA Windows Server 2012/2016 and VMware VCA-DBT. However, not all organizations request for certifications
- Knowledge: They experience working in a busy IT service desk environment; using an ITSM tool to create, update and manage tickets with precision and attention to detail. They also require solid technical knowledge of enterprise level computing, mobile devices, supported Microsoft operating systems, business software and office productivity tools
- Troubleshooting experience on Microsoft desktop OS and software related issues is also required. It is also vital that service desk analysts possess Virtual Desktop Infrastructure (VDI) experience as well as competency in call center tracking tools
- Prior experience supporting customers in use of application software and proficiency in applying support software tools are also required to work as a service desk analyst
- Customer service skills: They require a customer service orientation or prior customer service training to effectively provide customer support services in a professional manner. This includes providing customer support over the telephone
- Technical skills: They must possess the requisite IT expertise for resolving user issues
- Problem-solving skills: it is essential that service desk analysts are naturally curious problem-solvers, with the ability to devise technical and creative solutions to user issues
- Communication skills: Their job requires customer interface either in person, electronically, and over the telephone, therefore, it is essential

that they possess effective communication abilities, both for oral communication as well as for documenting procedures and detailed reports

- Time management skills: The analysts require excellent time management skills to handle and escalate incidents in a timely manner, and should be able to set priorities when handling multiple cases
- Team collaboration: They require the ability to work collaboratively with other IT personnel to resolve user issues
- Interpersonal skills: They require good customer facing and interpersonal skills, and the ability to develop good working relationships with colleagues at all levels.
- Phone handling skills: Service desk analysts require excellent telephone manner and the ability to handle difficult customers, while managing their expectations via the telephone
- Organizational skills: it is essential that they can apply methodical approach to prioritizing work and managing work load.