



JOB DESCRIPTION

DESKTOP SUPPORT ANALYST

JOB PURPOSE

You will assist staff with technical support of desktop computers, applications, and related technology. Support includes specification, installation, and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. The position utilizes one-on-one consultancy to end users. The employee in this position also assists in the maintenance and testing of network servers and associated equipment. The position's responsibilities require independent analyses, communication and problem solving. Work is performed with little supervision and requires initiative and judgment.

ROLES & RESPONSIBILITIES

- Assists staff with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines
- Works with vendor support contacts to resolve technical problems with desktop computing equipment and software
- Works with Help Desk and Network Operations staff as appropriate to determine and resolve problems received from clients
- Interact with numerous computer platforms in a multi-layered client server environment
- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems
- Trains and orients staff on use of hardware and software
- Recommends and / or performs upgrades on systems to ensure longevity
- Works with procurement staff to purchase hardware and software
- Assesses functional needs to determine specifications for purchases
- Orders computer supplies
- Assists in maintaining LAN / WAN records and, as appropriate, telephone systems cable

Essential Skills

- Experience of monitoring and reporting in large and complex environments
- A team player with strong communication and written skills
- Experience in the creation and review of technical documentation
- Ability to communicate at all levels of the business
- Ideally relevant industry qualifications or equivalent experience
- Experience of working in a dynamic environment and producing quality work in demanding timescales

ACKNOWLEDGMENT

I (PRINT NAME) _____ understand the above Job Description and agree to comply with the requirements stated above. I understand that I will be held fully responsible for my actions when I do not comply with the agreed Job Description.

Non –Compliance to the agreed job description will result in disciplinary action being taken against you.

Employee acceptance signature:

Signed _____ Print Name _____ Date _____

Authorizing Director's signature:

I have ensured that the above person is aware of their responsibilities as detailed in the Job Description above. I will also take appropriate action in the event of a breach of these policies and refer them to my reporting line manager.

Signed _____ Print Name _____ Date _____