



Job Posting Service Desk Analyst II

Department: IT

Job Title: Service Desk Analyst II

Reports to: Infrastructure/Service Desk Manager

FLSA Status: Non-Exempt

Location: Monongahela, PA

COMPANY PROFILE

DMI Companies, founded in 1978, is a leading manufacturer of HVAC accessories supplying the commercial, industrial and residential HVAC markets through a vast network of domestic and international distributors. DMI has national standing as an industry leading innovator that possesses integrity and leadership skills which are testaments to the quality manufacturing and operating procedures engaged by DMI Companies. DMI is building a better world for ourselves and our children by providing a sustainable environment through our products, operations and personal conduct.

OVERVIEW

The Level II Service Desk Analyst's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

ESSENTIAL FUNCTIONS

- Evaluate documented resolutions and analyze trends for ways to prevent future problems
- Alert management to emerging trends in incidents
- Acquisition & Deployment
- Assist in software releases and roll-outs and communication to the end users
- Operational Management
- Field incoming requests to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from service desk customers.

- Prioritize and schedule problems. Escalate problem (when required) to the appropriately experienced technician.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.
- Reinforce SLAs to manage end-user expectations.

EXPERIENCE & COMPETENCIES

- 2 years of help desk, desk-side support or a combination of college and / or work experience
- MCP, A+ and Network+ certifications is a huge plus
- On-call availability as needed
- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers, devices, and peripherals.