

## **Job Description**

**POSITION:** I.T. Support Analyst I

**DEPARTMENT:** Office of Information Technology

### **POSITION SUMMARY:**

The primary responsibilities of the IT Support Analyst I position with the Office of Information Technology are to oversee the daily operations of the Help Desk, provide technical guidance to co-workers and student workers, and to respond with excellent customer service to all Information Technology customers. This position directly interfaces with Mississippi College faculty, staff, students, and others on a daily basis regarding a variety of topics. As a result, the person in this position must maintain a positive attitude while helping people, prioritizing support requests, troubleshooting issues, researching solutions, and managing and securing endpoints.

### **ESSENTIAL FUNCTIONS:**

- Regularly communicate with IT management regarding the state of the Help Desk including high priority issues, current department initiatives, inventory needs, student workers and the health of endpoints.
- Document customer interactions and solutions via the current Help Desk software.
- Make sure customer incidents are resolved in a timely and Christ like manner. .
- Ensure I.T. policies are communicated to others on the Help Desk and consistently implemented across the organization.
- Monitor and troubleshoot I. T. systems that manage endpoint updates and security.
- Manage student worker work schedules, intentionally help them develop their customer service and technical skills, and participate in the hiring process.

### **OTHER RESPONSIBILITIES:**

All other duties as assigned.

### **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

- Bachelor's degree in computer science, information technology or related field (or equivalent experience).
- 1-2 years-experience working directly with information technology in areas such as computer programming, end user support, application management or cybersecurity preferred.
- Ability to interact with internal and external customers, interpret their needs, and provide solutions.
- Ability to mentor others and contribute to a harmonious work environment.
- Strong computer, hardware, software, analytical, and customer service skills.

**FSLA STATUS:** Exempt