

**Duty Statement**

Information Technology Services Division

Duty Statement

**Classification:** Student Assistant

**Working Title:** Service Desk Analyst

**Domain:** Client Services

**Name:** Vacant

**Scheme/Class Code:** 5870

**Position Number:** 813-008-5870-901

**FLSA Status:** WWG 2

**Division:** Information Technology Services Division (ITSD)

**Branch:** Customer Service and Administration Branch

**Section/Unit:** Technical Services and Assistive Technology (AT) Support (Service Desk)

**Primary Assignment:** Provides IT and AT service desk technical support

**Job Objectives:** Under close supervision by the **Information Technology Supervisor II**, the **Student Assistant** performs duties in support of the Department of Rehabilitation’s (DOR) Technical Services and Assistive Technology Unit (TSAT). The Student Assistant is responsible for providing customer service, technical and Assistive Technology (AT) support to DOR staff. The incumbent may be required to travel to local DOR offices, move heavy boxes, and install equipment that weighs up to 75 pounds.

1. Essential Functions

65% **Service Desk:** Answer phones calls and provide first level response; Create and respond to incidents and service requests; assist walk-up customers; provide input and assistance with development of internal processes and procedures; escalate unresolved issues to second tier support for resolution; provide remote support to DOR staff using a remote desktop administration tool.

**30% Maintenance and Operations:** Assist onboarding staff with setup of new workstations, monitor, keyboard, mouse, docking station, and any additional specialized equipment; image, install software, test, and configure new workstations; create and maintain instructions and documentation; in office related work such as receiving, troubleshooting, surveying equipment and entry level device setup; package and ship IT equipment to various field office locations; assist staff with Assistive Technology devices setup.

1. Marginal Functions

**5%** **Other Duties:** Performs other related duties, including, but not limited to assisting other units as requested.

1. Supervision Received

The Student Assistant receives supervision from the Information Technology Supervisor II.

1. Supervision Exercised

None.

1. Administrative Responsibility

Adheres to departmental, divisional, and unit policies and procedures.

1. Personal Contacts

The Student Assistant has daily contact with all levels of management and staff at the Department of Rehabilitation. Additionally, the incumbent may have contact with representatives from the Governor’s Office, other State agencies, the Federal government, private industry, members of related boards, and the general public.

1. **All Times**

Communicate effectively in a professional, tactful, respectful manner with individuals from varied experiences, perspectives and backgrounds, by telephone, email and other technologies as well as in-person; provide excellent customer service to both internal and external customers; ensure the timely completion of assignments; attempt to resolve individual concern at the lowest possible level; offer other dispute resolution options, and elevate to next level if needed; use initiative, problem solving skills, organizational skills, good judgment, and resourcefulness.

Note: It is the policy of the Department of Rehabilitation to provide equal employment opportunity to all employees and applicants; that employees have the right to work in an environment free from discrimination; that consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

I have read, understand, and agree to perform the above listed duties and all duties typically performed by this classification. I certify that I possess the essential personal qualifications and will perform these duties with integrity, initiative, dependability, good judgment, and will work cooperatively with others when performing the assigned duties as described above.

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| Employee’s Signature |  | Date |

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| Supervisor’s Signature and Title |  | Date |