



## **IT End-User Support Analyst**

### **Job Description**

Full-time/Exempt position

Reports to the Information Security & Project Management Officer

**Location: Washington, DC**

#### **Objective:**

Under the mentorship and daily direction of the Information Security and Project Management Officer and IT Lead Specialist, the IT End-User Support Analyst is responsible for providing Technical Support and incident resolution to end-users requests. The incumbent should be highly service-oriented and proactive in anticipating and resolving problems, performing root cause analysis by troubleshooting and maximizing efficient use of computing resources. This may involve the use of diagnostics and help request tracking tools, as well as require that the individual give hands-on help at the desktop level.

#### **Primary Responsibilities:**

- Provides assistance to internal inquiries from end-users via telephone, email or in person in a courteous manner; providing exceptional support and service while demonstrating the appropriate sense of urgency and priority associated with the Credit Union's critical processes.
- Records, tracks, and documents the helpdesk request problem-solving process, and actions taken through the final resolution.
- Keeps the network computing systems operating efficiently and ensures that computing standards are implemented and enforced at all times. Interacts and coordinates with the IDB and core vendor engineers and partners to troubleshoot and resolved network issues.
- Accesses applicable software updates, drivers, knowledge base and "frequently asked questions" resources on the Internet to aid in problem resolution.
- Reconciles the monthly network hardware/software inventory.

- Assists in the testing and implementation of software and hardware upgrades, updates, and system solutions approved by management and in coordination with third-party vendors, as required.
- Maintains documented resolutions and operating procedures.
- Proactively identifies and learns appropriate software and hardware used and supported by the Credit Union, including the core banking platform.
- Performs hands-on fixes at the desktop level, including installing and upgrading software, file backups, and configuring systems and applications, as required.
- Performs post-resolution follow-ups to help requests.
- Maintains user accounts on networks and applications. Make sure proper permissions are established within the applications and the network operating systems.
- Assists with various IT projects as assigned.
- Performs related duties consistent with the scope and intent of the position.

**Requirements:**

- Ability to communicate, clearly and professionally, with outside vendors and partners, as needed.
- A minimum of 3 years of experience in related field required.
- Strong experience in hardware and software installation and configuration.
- Experience supporting Windows Platform within Citrix environment.
- Experience troubleshooting different issues related to hardware and software, including printer problems.
- Knowledge using Active Directory to manage and maintain user accounts.
- Knowledge in networking required with emphasis on LAN and WAN infrastructure.
- Knowledge and experience working with Microsoft Office 365, SQL Server, and Citrix.
- Experience creating reports using Excel, preparing presentations in PowerPoint and documenting procedures using Word.
- Experience and knowledge in working with various web presentation platforms.
- Additional requirements may include professional certifications from entities such as HDI (Desktop Support Technician or Support Center Analyst), CompTIA or Microsoft

(Microsoft Certified IT Professional or Microsoft Certified Systems Administrator) are highly desired.

### **Skills, Abilities, and Personal Attributes**

- Excellent written and verbal communication skills; good team player; highly motivated self-starter; good relationship builder with strong diplomacy skills.
- Strong documentation skills.
- Must be able to work proactively, independently and under pressure.
- Ability to deliver technical presentations to end-users and management upon demand.
- Undertake other tasks as needed and approved by management.
- Ability to absorb and retain information quickly.
- Must maintain confidentiality at all times given the sensitive and confidential information that is accessed
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Bilingual with fluency in Spanish is a plus.

### **Work Conditions:**

- Frequently walking to the end-user desktop to resolve reported issue.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals, if necessary.
- Working extended hours as requested or when needed during projects.
- Being able to travel from HQ Washington DC to BCP/DR Facility in Ashburn, VA as needed