

JOB DESCRIPTION

Benchmark Job #240

Ministry: Various
Branch: Information Technology
Location: Various

Working Title:
Level:
Classification:

Client Support Analyst
Range 18
Information Systems

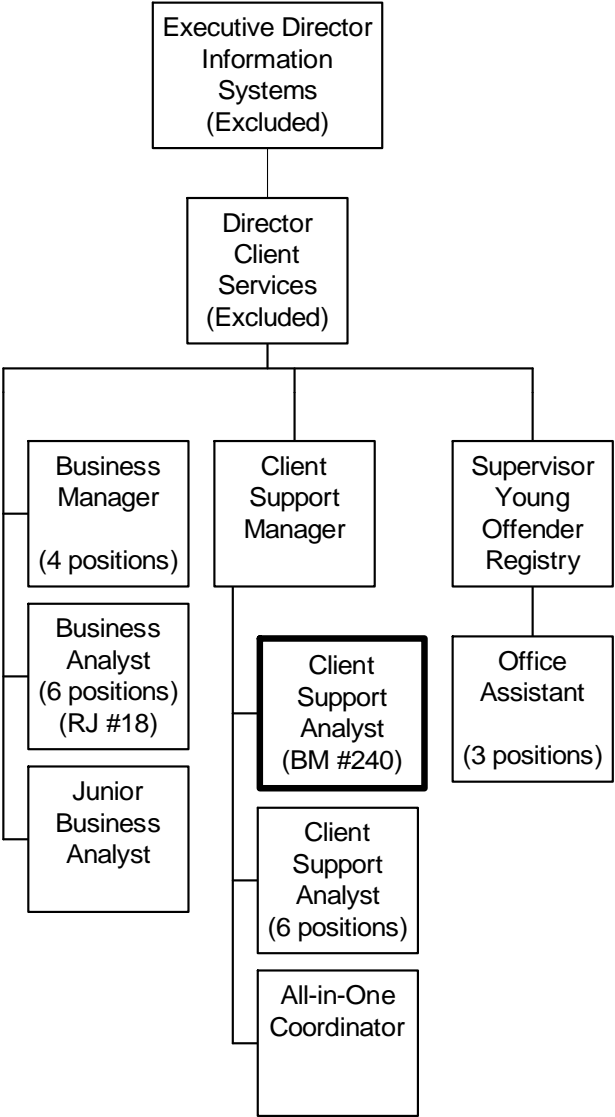
PRIMARY FUNCTION

To provide front-line information technology support and problem resolution services (help desk – tier 1 and tier 2) in a centralized ministry Client Support Team, to enable all ministry users and User Systems Administrators (USAs) to use computer resources in a multiple platform and multiple site environment.

JOB DUTIES AND TASKS

1. Provides hardware, software, network, custom application and training help desk front-line IT support to ministry users and user systems administrators
 - a. receives telephone, e-mail, written and in-person user and user systems administrator requests for assistance
 - b. identifies, analyzes and diagnoses specific problems for a variety of technologies, such as web based applications, wireless bridges, internet filters, firewalls, window servers, citrix winframe
 - c. uses on-line problem management system to record and track problem details, until resolution
 - d. resolves majority of problems including restarting software/hardware and performing software/hardware maintenance such as software reconfiguration
 - e. provides security/e-mail administration
 - f. identifies and resolves custom application problems by explaining application process to users and escalates, tracks and follows up on unresolved problems with application support staff, vendors or systems specialists
 - g. deals with and resolves user problems with a wide variety of software, hardware, operating systems, network and custom applications such as operating systems, database products and office automation products
2. Provides client support services
 - a. conducts internal and external client needs surveys
 - b. keeps clients aware of software and hardware upgrades
 - c. records and refers client requests for service for new hardware and software
 - d. advises clients of system down times and procedural changes and conducts post mortems on change management procedures
3. Trains clients in use of information technology
 - a. delivers remote training to users including office automation, network access/security and custom applications
 - b. assesses and identifies clients' training needs
 - c. refers clients to training courses or on-site trainers
 - d. trains new staff members in client support procedures
 - e. documents problems and resolutions on-line or manually
4. Performs other related duties
 - a. returns hardware to vendors for repair/servicing and validates completed work
 - b. provides cost data for input to repair/replacement costs
 - c. updates and maintains lists (e.g. vendor contact lists, client site data, application contact lists)
 - d. orders manuals on behalf of clients
 - e. participates on special information technology project teams to identify changes to IT hardware, software, custom application and training requirements

ORGANIZATION CHART
Benchmark Job #240



REASON FOR CLASSIFICATION

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Job Title: Client Support Analyst

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of computer science to provide hardware, software, custom application and network help desk support to ministry users and USAs; identify and resolve majority of tier 1 and tier 2 problems; track, escalate and follow up on unresolved problems; and train users and USAs on use of information technology.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of a variety of hardware, software, network and custom application problems and choose an approach using a combination of accepted procedures to resolve majority of tier 1 and tier 2 problems; escalate unresolved problems to service providers or internal resources and record, track and follow up on problem details; provide user and USA training and conduct client needs surveys.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding problems and solutions with client users and service vendors.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use keyboard with some requirement for speed to enter data and resolve systems problems.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general systems policies and technical standards, applies accepted work methods in a different way to provide hardware, software, network and custom application help desk support for ministry users and USAs; escalate unresolved problems to appropriate resources and track to ensure resolution; make recommendations on repair and/or replacement of equipment.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to provide cost data for input to hardware repair/replacement decisions.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to ensure the repair and maintenance of hardware, software and network devices.</p>	D	22.5

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction in the use of office automation products and custom applications to users and USAs.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always view multiple screens.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost continuously apply visual attention to computer screens while resolving user problems.	D	18
12	SURROUNDINGS Exposure to noisy office setting with constantly ringing phones in a help desk environment.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 668

Level: Range 18