

**COOK INLET REGION, INC.**  
**JOB DESCRIPTION**

**Position:** *Desktop Analyst*  
**Department:** *Information Technology*  
**Reports To:** *Director, Information Technology*  
**FLSA Status:** *Non-Exempt*

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***Supervises***

None

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***General Function***

Acts as the primary contact to computing services end-users who are supported by CIRI's Information Technology (IT) department, to effect real time problem analysis and resolutions. Responsible for understanding customer's computer related business considerations and priorities and for providing technical solutions to problems or needs in a timely manner. Identifies, researches, and resolves technical problems relating to all aspects of desktop and first level systems support.

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***Major Activities (Typical Duties/Responsibilities)***

- Provide quality customer service for customer-reported information technology (IT) problems.
- Provide quality problem analysis to include: problem determination, problem source identification, and to provide technical solutions for customer-reported technical requests. Install, upgrade, and configure software packages and hardware and troubleshoot all software and hardware problems.
- Manage user and computer accounts with Active Directory.
- Manage software deployment packages and updates through WSUS/SMS and other software specific tools.
- Maintain a current and active desktop image distribution scheme using Ghost and other imaging utilities. Restoring full systems, including operating systems and special application builds, as needed.
- Install, configure, and maintain network printers/scanners.
- Train and enable users through one on one and classroom based training sessions.
- Maintain direct interaction with users and other team members to convey pertinent information on the user's issue.
- Compile technical information applicable to current hardware and software needs and create documentation for user training and reference.
- Independently, use available tools and resources to analyze the documentation produced for the error and identify the source of the problem.

- Independently log calls into help desk database, work through current items in help desk queue, provide follow-up and resolution of these calls, thoroughly document analysis and resolution.
  - Determine when to reroute requests to the appropriate departments or vendor resources when found to be outside of the IT scope.
  - Interact with vendors by placing service calls for software and hardware problems.
  - Assume and perform such other duties and responsibilities as assigned. Participate in planning and such other efforts as appropriate to keep CIRI and its Information Technology department contemporary and effective.
  - Provide primary Tier 1 support for IT requests.
  - Escalate systems problems to management/admins, as necessary.
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### ***Skills/Abilities***

- In-depth knowledge of Windows XP and TCP/IP networks.
  - Able to effectively research troubleshooting issues through a variety of channels.
  - Proficiency in Symantec Ghost and/or other desktop imaging solutions.
  - Knowledge of current quality assurance practices.
  - Use of discretion to effect timely solution of problems in order to ensure user satisfaction, eliminate downtime, and prevent cost overruns.
  - Communicate effectively with peers, end-users, team members, and management orally and in writing to ensure timely resolutions to reported IT problems.
  - Administer professional and efficient knowledge of functional processes and tools used to provide customers with quality service.
  - Clearly conveying information and ideas through a variety of media in a manner that engages the audience and facilitates understanding and retention of the message.
  - Actively participating as a member of a team to move the team toward the completion of goals.
  - Ability to make plans and set objectives systematically to fulfill responsibilities on time and as directed and to manage schedule changes effectively.
  - Must be able to work with general supervision and assist other team members, when needed, as well as the ability to handle multiple tasks.
  - Ability to assist users with questions on various personal computer software packages such as Microsoft Excel, Word, FileMaker Pro, Access, Outlook, etc.
  - Understanding of general accounting principles, concepts and procedures helpful, not required.
  - Must regularly lift and/or move up to 50 pounds, must frequently move and/or lift up to 25 pounds.
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### ***Minimum Experience***

Associate's degree or equivalent from two-year college or technical school and 3-5 years of experience in the field or a combination of educational and work experience that

provides the required skill, knowledge and abilities. Microsoft Certified Professional and A+ Certification preferred.

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***Required Contacts:***

- CIRI Board of Directors
  - CIRI President, executives, management and staff
  - Executives and staff from subsidiary entities
  - Computer maintenance personnel
  - Software consultants, hardware vendors, supply vendors, and other IT vendors/partners
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***APPROVAL***

***Incumbent:*** \_\_\_\_\_ ***Date:*** \_\_\_\_\_

***Supervisor:*** \_\_\_\_\_ ***Date:*** \_\_\_\_\_