POSITION SUMMARY
The Desktop Support Analyst will be responsible for investigating, analyzing, reviewing, configuring, and documenting workflows and technical specifications for a variety of departmental software across multiple platforms. The role will include working closely with end users on the recommended use of software in support of departmental processes. Prepares training materials and delivers training/seminars on the use of departmental software. Under the direction of the Supervisor works with IT teams and other departments on various projects related to desktop software and to introduce improvements to departmental software.

DUTIES AND RESPONSIBILITIES
Investigates, analyzes, reviews, configures, and documents workflows and technical specifications for a variety of departmental software across multiple platforms.

Works closely with end users on the recommended use of software in support of departmental processes. Provides day-to-day end user support for custom desktop software applications being used by clients as well as desktop software support for off the shelf solutions (e.g., Microsoft Office, Outlook, SharePoint, and Adobe Creative Suite).

Works with external vendors to resolve incidents involving client software.

Conducts and coordinates software testing by client users to ensure compatibility with departmental needs. As required, liaises with clients, ITS, other stakeholders, and external vendors to ensure testing is conducted in an effective manner.

Participates in the preparation, delivery, and evaluation of end-user training. Prepares training materials and delivers training/seminars on the use of departmental software.

Maintains current knowledge of software products by participating training courses and attending vendor sponsored sessions.

Works closely with the “departmental super user” to ensure the department is aware of all modifications to their software and the resulting impact.

Maintains knowledge of current programming languages to be better prepared to take on additional departmental applications and to be able to react in a timely fashion to enhancements to existing applications.

Works with client, internal IT team, and external vendor to understand requirements, configure, and deploy third party software.

IMPACT OF DECISION MAKING
Makes day-to-day decisions in a self-directed manner.

RELATIONSHIPS
Establishes and maintains relationships with peers and contacts with access to information and to key business partners. Shares information and advice on how to get things done and who to involve.

Supervisory
No direct reports. May provide work direction to project team staff.

Primary Working Relationships
Internal Connections – Takes direction from the unit’s Project Manager on all project-related work. Works with clients and other IT Services staff to understand end user requirements and provide software solutions.
External Connections – Works with vendor contacts to configure and deploy third party software.
QUALIFICATIONS
Two year diploma in Information Technology or related discipline, and two years related experience, or an equivalent combination of education, training, and experience.

Good knowledge of Microsoft Outlook email system.
Good knowledge of multiple operating systems (Windows 7 and 10, Mac Operating Systems, and Linux uBuntu).
Good knowledge of web based applications.
Excellent in troubleshooting application software (Word, Excel, and Outlook)
Good knowledge of the deployment of complex third party packages.
Excellent customer service skills.
Excellent organizational, analytical reasoning and problem solving skills.
Excellent communication skills (verbal and written).
Excellent interpersonal skills.
Detail oriented, able to approach problems logically and prioritize responsibilities.
Excellent training and documentation skills.
Ability to document departmental workflows.
Ability to diagnose incidents for appropriate escalation to other teams.
Ability to maintain composure when dealing with difficult individuals and challenging situations.
Ability to maintain confidentiality.
Ability to arrange suitable transportation when travelling to work at other locations.