IT HELP DESK KNOWLEDGE ANALYST

The Office of Information Systems and Technology (IS&T) is responsible for providing cutting-edge centralized technology services to the Georgia State University community. Recent and current major initiatives are the migration to Microsoft 365, cloud computing, and iPad registration for students.

A Great Place to Work:
Would you be interested in attending an award-winning urban research university for free? Our Tuition Assistance Program lets employees take classes for free. At Georgia State University we emphasize work-life balance. With excellent benefits, competitive pay and an exciting location, Georgia State University could be the place for you.

Georgia State offers competitive pay and benefits including:
- Paid Leave Time
- Employee Tuition Assistance
- Comprehensive health, dental and vision insurance coverage
- 403(b) and pension plans
- Panther PERQS- vendor partnership discounts

And that's not all; visit our benefits page for more information: http://www.gsu.edu/hr/benefits/index.html.

The Opportunity:
As a member of IS&T, the IT Help Desk Knowledge Analyst is a professional position, whose primary responsible for assisting with the daily activities of the department as well as providing technical support. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth support for a more narrowly-defined area of technology.

Responsibilities of this position include:

Knowledge Management
*Develop, maintain, and continually improve a web-based knowledge dissemination framework (i.e. Knowledge Base) used to provide IT support directly to GSU students, faculty, and staff.
*Ensure that IT support information being presented via the Knowledge Base is technically accurate and up to date.
*Monitor and continually evaluate the knowledge sharing framework's effectiveness, including external benchmarking, customer feedback, traffic analysis, etc.
*Collaborate closely with other units within IS&T to create/update support documentation for new technologies, applications, and or processes in layman's language.
*Develop and maintain catalog of internal knowledge resources for IT Support Staff (training, troubleshooting guides, policies/procedures, etc.)
*Develop and promote best practices to ensure that knowledge is shared effectively by IT support staff.

Technical Support
*Monitor compliance of Operating Level Agreements and Help Desk statistical standards.
*Manages technical projects of varying scale under minimal supervision. Demonstrates initiative in solving unexpected problems associated with projects and daily work.
*Prepare standard statistical reports, such as help desk incident reports and OLA reports for Technical Support Manager.
*Evaluate and review the categorization and assignment of support requests to 2nd level support for accuracy and detail (Performance Management).

*Facilitates weekly & monthly (Change Management, Operating Level Agreement) meetings with IS&T managers as needed.
*Independently resolves problems through advanced systems analysis and troubleshooting procedures.

Salary: $42,707 - $50,000

Minimum Qualifications: Bachelor's degree in Computer Science, Information Systems or Instructional Design and 3 years of related experience; or a combination of education and experience.

Preferred Qualifications:
* Experience designing / maintaining a knowledge dissemination framework (such as a knowledge base, wiki, or content management system) in an IT support environment.
*Experience creating effective, end-user documentation
*Ability to communicate effectively with audiences of varying levels of technical knowledge/skill.
*Knowledge of project management concepts, principles and practices.
*Effective time management, customer service, analytical, and organizational skills.
*Ability to multitask, prioritize and use independent judgment.
*Flexibility, "Can-Do" attitude, results oriented, and the ability to provide outstanding customer service.
*HDI Support Center Analyst, Support Center Team Lead, or Support Center Manager Certification.
*ITIL Certifications

To Apply: Submit an online application, cover letter and resume at https://jobs.gsu.edu. All the materials must be completed in order to be considered for the position. Please refer to Vacancy# **0602840**. An offer of employment will be conditional on background verification.

Georgia State University is an AA/Equal Opportunity Employer.