Service Desk Analyst

Wofford College is a place where thought leads, where ideas are celebrated and problem-solving is expected. Wofford invites applicants who are focused on student success and excited to join a community committed to preparing thought leaders.

Wofford College, established in 1854, is a four-year, residential liberal arts college located in Spartanburg, South Carolina. A Phi Beta Kappa college (chartered in 1940), Wofford offers 27 major fields of study to a student body of 1,823 undergraduates. Nationally known for the strength of its academic program, outstanding faculty, experiential learning opportunities, and successful and supportive graduates, Wofford is recognized consistently as a "best value" and for accessibility for low- and middle-income students. The college community has 12 sororities and fraternities as well as 20 NCAA Division I athletics teams.

Wofford College invites applications for a service desk analyst. The service desk analyst will provide technical support to students, faculty, staff and administration by responding to issues that arrive at the IT Help Center via support tickets and walk-ins. They are responsible for reviewing tickets, providing solutions and investigating and/or gathering additional data before escalation to other teams. The service desk analyst will be supported by effective remote access tools, a knowledge base that provides information on common solutions and workarounds, and collaboration capabilities with other support teams. The service desk analyst is a full-time position reporting to the IT Help Center Director for Information Technology Services.

The IT Help Center is Wofford College’s primary contact point for all IT services. IT Help Center staff serve as subject matter experts in a wide variety of areas, resolving incidents, fulfilling requests and participating on project teams.

Hours of work performance are approximately 37.5 hours per week. Depending on activities and system needs, evening and weekend hours may be required at times; otherwise, the normal work schedule is 8 a.m. to 4:30 p.m. Monday through Friday.

**JOB DUTIES/RESPONSIBILITIES**

- Responding to and/or routing all incoming tickets in the ticketing system.
- Document all customer interactions in the ticketing system and alert the Help Center Director of important customer issues or problems needing further escalation for resolution.
- Responsible for ensuring incidents and service requests are researched, answered and resolved per service levels established in the IT Service Catalog.
- Run diagnostics to resolve customer-reported issues.
- Install, make changes and repair computer hardware and software.
• Troubleshoot and effectively be able to comprehend the issue described by the customer through pertinent questioning.
• Promote friendly, courteous and professional service. Follow IT service management best practices to deliver superior customer service.
• Give clear and concise direction to customers on how to use software components.
• Provide ongoing support, assistance and follow-up.

REQUIRED SKILLS/ABILITIES
• Problem-solving skills to be able to address issues quickly and continue providing an excellent experience.
• Experience supporting and troubleshooting Windows, Mac, Chrome OS, desktops and laptops along with peripherals for those devices.
• Must be able to communicate effectively via Microsoft Teams, email, and telephone with various personality types and levels of understanding.
• Be patient, courteous, and respectful at all times to empower and encourage customers.
• Knowledge of Active Directory and managing user lockouts and password resets.

EDUCATION AND EXPERIENCE
• An associate degree in a technology-related field or equitable experience working in the technology field will be considered. A minimum of two years of experience in a tech support role is preferred.
• Ability to work evenings/weekends as needed.
• Experience providing IT support in a higher education setting is preferred.

APPLICATION
Application materials can be submitted electronically to helpcenteranalyst@wofford.edu. Application materials include: (1) a letter of application explaining how you meet the qualifications of this position; (2) a current resume and (3) names and contact information for (minimally) three professional references.

EEO STATEMENT
Wofford College values diversity within our students, faculty, and staff and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment based on race, color, creed, religion, sex, sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status per applicable federal, state and local laws. For information about Wofford’s Title IX compliance, visit wofford.edu/administration/title-ix.

It is the policy of Wofford College to provide reasonable accommodations for qualified individuals with disabilities for employment. If you require any accommodations to participate in any part of the hiring process, please contact HumanResources@Wofford.edu.