

	Prior 7/1/2004	After 7/1/2004
Class Code:	N/A	9475
Title:	N/A	Help Desk Analyst
Pay Grade:	N/A	N/A
Pay Band:	N/A	Professional
FLSA:	N/A	Exempt

## UNIVERSITY OF WEST FLORIDA POSITION SPECIFICATION

**Title: Help Desk Analyst**

### **Job Summary:**

This is work answering questions and resolving problems regarding UWF information technology services, troubleshooting software and hardware problems.

### **Example description of duties (not all inclusive):**

Troubleshoots, analyzes, diagnoses, and resolves problems regarding UWF information technology services.

Records all calls and work orders into an electronic tracking system.

Ensures that questions or problems that cannot be resolved by the help desk are redirected to appropriate individuals.

Sets up UWF owned computers with UWF sanctioned software.

Provides first level support for connectivity problems for campus main networks and for remote users via dial-up.

Specific job functions, position qualifications, knowledge, skills and abilities are listed on each position's job questionnaire.

### **Minimum Qualification Requirements:**

Master's degree in an appropriate area of specialization; or a bachelor's degree in an appropriate area of specialization and two years of appropriate experience.