QCR Holdings, Inc.
Job Description

TITLE: Service Desk Analyst   **REPORTS TO:** AVP, End-User Services

DEPARTMENT: Technology Group Operations   **LOCATION:** Davenport, Brady St

JOB SUMMARY:
The objective of the Service Desk Analyst position is to meet and exceed customers' expectations with regard to all IT-related requests and problems submitted by the end-user and to resolve all problems and fulfill all requests professionally, accurately, within compliance guidelines and in a timely manner. The Service Desk Analyst must be customer-service oriented and proactive in anticipating and resolving problems while maximizing efficient use of technology resources.

The Service Desk Analyst is responsible for answering calls, emails and chats coming to the IT Service Desk from all company locations and for logging each call into the IT Service Management system. The Service Desk Analyst resolves the problem or fulfills the request within a timely manner or escalates to the Tier 2 team. The Service Desk Analyst follows up with the end-user after the work order has been closed to confirm the matter is remediated.

In addition, this position is responsible for IT operational functions including IT forms processing and tracking, application management, and creating documentation. This person may also collaborate with multiple IT teams in troubleshooting and research regarding IT projects and requests.

ESSENTIAL FUNCTIONS:
- Work with customers via phone, email, chat and occasionally in-person to resolve desktop, mobile device, and peripheral support issues.
- Work with PC's remotely utilizing a suite of remote management tools to resolve end-user PC issues.
- Document all work done on customer incidents in an IT Service Management tool.
- Document all significant escalation technical contributions to an approved knowledge management solution.
- Provide written standard work and knowledge base articles pertaining to the IT Service Desk.
- Meet published response times for Tier 1.
- Escalate incidents to support teams to ensure end-user resolution.
- Track escalated incidents and communicates resolution to provide closure for the end-user when applicable.
- Utilize follow-up communication to solicit feedback from end-users to verify accuracy of the services provided.
- Maintain confidentiality regarding employee, company, and end-user information.

QUALIFICATIONS:
- College or Associate's degree in Computer Science, Information Sciences or relevant job experience.
- Excellent customer service skills.
- Team player with excellent verbal and written communication skills.

- Experience working directly with internal customers.
- Knowledge of computer hardware, printers, and mobile devices.
- Knowledge of Microsoft Windows Operating Systems, Microsoft Office products, and other end-user applications.
- Ability to work well with other people in a team oriented environment.
- Ability to perform multiple tasks, of them changing from one to another, without loss of concentration and composure.
- Related certifications are a plus.