

POSITION SUMMARY:

The Service Desk Analyst is the helpful and friendly face of support for all Diocesan employees, including clergy, lay, and school staff. This position supports both local and remote user access to Diocesan technology systems, as well as supporting our Schools and Parishes. Successful candidates are familiar with industry best-practices, have solid experience in Windows, Mac, Chrome OS application support, and are self-motivated with a flair for positive human interaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING (and other duties as assigned):

- Provide front-line OS, application, and hardware support for local and remote users.
- Perform user access and account management in Active Directory
- Support IT asset lifecycle management (procurement, imaging, deployment, tracking, dispositioning) for Diocesan supported hardware and software.
- Provide IT related orientation and training for new hires.
- Prepare, provision, maintain, and retire distributed technology systems (e.g., laptops, desktops, printers, phones, etc.)
- Prioritize, track, and document all service activities via Service Management (ticketing) system.
- Provide timely incident management and service fulfillment activities in accordance with Service Level Objectives.
- Execute all activities in compliance with established Information Security and IT Service Management controls (e.g., change, incident, and problem management).
- Support the testing, validation, and documentation of software and hardware systems.
- Create and maintain support documentation for consumption by end-users and IT staff.
- Occasional after-hours support for Diocesan projects, initiatives, and IT systems maintenance.
- Create a positive customer support experience with a consummately professional attitude.
- Maintain and ensure strict confidentiality of information.
- Work as a member of the team by promoting the mission and philosophy of the Catholic Diocese of San Jose.

REQUIRED SKILLS/ABILITIES:

- A functional knowledge and experience with:
- Windows and Mac desktop OS and application support.
- Mobile device and application provisioning, maintenance, and management.
- Networking concepts and troubleshooting, especially the TCP/IP protocol suite.
- VoIP client configuration and troubleshooting.
- Client hardware & peripheral configuration, provisioning and troubleshooting.
- Multi-function printers and plotters.
- File systems structure, permissions, and access support.
- Active Directory User and Computers administration.
- SLA-driven task management.
- Strong mathematic, calculating, accounting and budgeting skills required.
- Excellent assessment, reasoning, and problem-solving skills.
- Strong verbal communication and documentation skills, including experience translating complex, technical subjects in a way that is meaningful to the target audience.
- Ability to maintain a professional, positive, and friendly manner.
- Ability to multi-task, shift focus, and prioritize workflow with minimal supervision.
- Ability to engage peers and leadership in process improvement and problem resolution.
- Familiarity with ITIL/ITSM concepts.
- Ability to articulate and communicate the vision, mission, and philosophy of the Diocese of San Jose.
- Ability and willingness to operate within complex, culturally and economically diverse environment, including a multicultural workforce.
- Must have own transportation/vehicle for use on the job (reimbursable expenses).
- Valid driver's license required.
- Must be able to work cooperatively with other members of the staff, with parish personnel and outside contractors and be able to multi-task.
- Must be able to serve on committees (which occasionally meet in the evenings and on weekends) within all levels of Church hierarchy.
- Must be able to make public presentations.

- Work outside normal working hours also required as necessary to accomplish the job duties.

Education and/or Experience: Associates Degree or equivalent experience; 3+ years of service desk support experience in a Windows and Mac technology environment.

Language Skills: Excellent oral and written communications skills, as well as effective communication with all levels and excellent interpersonal communication and presentation skills.

Technical Skills: Relevant Certifications; A+, HDI, Microsoft MTA, MCSA. Proficiency in Microsoft Office Software and Google Suites. Experience in the most current technologies and products used in the industry.

Other Requirements:

- Practicing Catholic preferred.
- Knowledge of the Catholic Church structure, culture, and its mission.
- Able to work cooperatively and collaboratively with other members of the staff as well as with staff members outside the department.
- Able to multi-task and provide good customer service.
- Travel and overtime (if applicable) may be required occasionally.

How to Apply:

Please submit cover letter and resume to jobs@dsj.org.