

Job Title: Senior Desktop Services Agent - Mac

Department: Desktop Services
Reports to: Manager, Desktop Services
Directly supervises : none

Company: Highlights for Children
of positions:

Narrative Description:

This position provides a first point of contact for Macintosh computer users who need assistance with technology implemented by the Highlights for Children Information Services department. This position responds to user inquiries, and either provides solutions to problems or escalates them to I.S. staff members. Logs communications in problem tracking software. Instructs new users on the proper use of computer hardware, network, email, and other essential technology. Works with other Desktop Services Agents to solve complex problems. Keeps abreast of new technology and makes recommendations for upgrades.

Essential Functions:

- Provides technical assistance to users by following procedures in the Desktop Services handbook, and using information from the Knowledgebase.
 - Responds to all voice mail, e-mail, and in-person questions from technology users in a professional, courteous, and timely manner. Resolves issues within agreed service level agreement, or follows procedures for call escalation to I.S. staff members.
 - Identifies and reports urgent problems to I.S. staff immediately.
 - Routinely checks Support Desk voice mail.
 - Logs all calls in the Desktop Services database.
 - Reviews logs for repetitive system problems and trends, and advises I.S. staff
 - Changes call logging software as directed by manager.
 - Actively promotes adherence to company's computer policies.
 - Instructs users on procedures for using I.S. technology services, such as the network, printers, email, intranet, and ISSR's.
 - Works with computer users to make them self-sufficient.
 - Attends regularly scheduled meetings, and training sessions as requested.
 - Proactively looks for ways to improve Support Desk operations and processes, as well as their own, personal, computer knowledge.
 - Recommends and approves additions to Knowledgebase.
 - Works with trainees as requested by manager.
 - Works scheduled evening and weekend hours when required.
 - Researches, Reviews, tests, and demonstrates new software and hardware releases. Works with user to perform beta testing.
 - Installs new Macintosh software, software upgrades, new hardware and hardware upgrades as requested through the ISSR process.
 - Performs regularly scheduled maintenance on Macintosh computers, including hardware, software, and monitors.
 - Coordinates, with Vendor Services, the Macintosh software license inventory.
 - Work with Manager, Desktop Services to develop and implement the Macintosh hardware and software refresh each fiscal year.
 - Assists with font management process.
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- Coordinates Macintosh User Group meetings and agenda.
- Identifies reviews and coordinates Macintosh training.
- Coordinate business unit capacity planning and archive planning for Macintosh platform.
- Reviews system performance on a regular basis.
- Maintains Macintosh reference library (soft and hard copies) and acts as librarian.
- Works with Manager, Desktop Services to implement approved initiatives from Macintosh Users Group.

IMPACT OF ERROR:

Incorrect problem resolution can compromise data integrity which, in turn, can lead to misinformed or inappropriate business decisions. Unresolved, or incorrect problem resolution can also cause loss of revenue due to lost marketing opportunities, and can damage credibility for the entire I.S. department.

Additional Functions:

- **Time to be effective:** Four months

Disclaimer: The above statements are intended to describe the general nature and level of work to be performed in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Contacts within the Department: All I.S. employees

Contacts outside the Department: All employees

Qualifications:

Required Education:

- High school or technical school diploma or GED
- BS or BA preferred

Desired Education:

- Bachelor's degree in any field, or currently working towards a degree
- Specialized experience in Support Desk functional areas
- Additional training or experience in print production

Required Special Training:

- Help Desk Analyst Certification

Special Skills:

- Solid knowledge of Macintosh hardware
- Solid knowledge of Macintosh operating system MacOS 9 and MacOS X
- Solid knowledge of Mac OS X command-line
- Solid knowledge of 3rd party diagnostics tools (Apple Hardware Test, DiskWarrior, Drive Genius, Carbon Copy Cloner and TechTool Pro)
- Knowledge of Apple Remote Desktop software
- Knowledge of AppleScript programming
- Knowledge of Microsoft Office 2004/2008 for Macintosh products (Word, Excel, PowerPoint) and Lotus Notes

- Knowledge of networking Macintosh hardware with Windows Networking Platform
- Knowledge of desktop publishing software (Adobe Acrobat, Adobe Creative Suite, Quark, Freehand, and Portfolio)
- Knowledge of FileMaker Pro software
- Knowledge of Transmit ftp software
- Knowledge of font management software (Suitcase Fusion & Font Doctor)
- Knowledge of color calibrating software and hardware
- Proficiency using Help Desk software

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- Ability to analyze and solve problems proactively and on all levels of corporate structure
- Strong troubleshooting skills
- Attention to detail
- Excellent verbal and written communications skills
- Excellent listening skills
- In-depth understanding of customer service methodology and philosophy
- Positive attitude and eagerness to learn and help others learn
- Ability to work in a team environment, and independently with limited supervision
- Ability to adjust to change on a recurring basis
- Ability and willingness to learn new skills with limited supervision
- Ability to work on multiple projects at one time
- Apple Macintosh (hardware and software) knowledge

Required Experience:

3 - 5 years of Help Desk or Technical Support

Date: 07-24-08