

JOIN THE LA LAW LIBRARY TEAM!

HELP DESK ANALYST

ABOUT US

LA Law Library is the second largest public law library in the United States and a vibrant community education center, providing public access to legal knowledge and putting national and international sources of law into the hands of those seeking legal information. In addition to acting as the curator and cultivator of a superior collection of legal resources comprised of nearly one million volume equivalents -- including one of the nation's largest foreign and international law collections, LA Law Library serves a gateway to legal information and a navigator facilitating access to the legal system for those who do not have or cannot afford legal representation.

If you are a well-organized and energetic individual who welcomes the idea of working for the public good and collaborating with a highly skilled group in a quick-paced environment, then we have a position for you!

POSITION SUMMARY

Under the direction of the Technology Services Director, provides first level support for the helpdesk administration and backup monitoring function in Technology Services. Major responsibilities include End User Support and Backup Administration.

To be considered for this position you must possess the following:

- Bachelor's degree with emphasis in Computer Information Systems, Computer Programming, Network Systems Administration or equivalent certifications (A+, MOUS, MCP, Network+) or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities.
- Minimum of two years experience providing direct support to end-users.
- Proficient knowledge of Windows XP and 7 (intermediate to expert level), Microsoft Office Suite 2010 (intermediate to expert level), Microsoft Outlook 2010 (intermediate to expert level), Virus Scan Software – Symantec (intermediate level), Remote access technologies (VPN) (intermediate level), and Helpdesk tracking system (intermediate to expert level).
- Able to analyze and interpret technology related materials.
- Effective written and oral communication skills.
- Ability to work both independently and as part of a team.
- Ability to exercise sound judgment and make independent decisions in accordance with established guidelines and procedures.
- Customer friendly attitude and outgoing personality.

Preferred

- Previous computer "HelpDesk" experience.
- Familiarity with the following: SMS remote control (basic level), VMware Virtual Enterprise Environment (basic level), Voice Over IP Phones (VOIP) (Basic Level), Wireless technologies (basic level), Document Management System (basic level), and Inter/Intra/Extranet technologies (basic level).

Physical Abilities Required

- Ability to push, pull and/or lift up to 50 lbs.
- May require bending, stooping, reaching, twisting and crawling.
- Must be able to move from one branch or partnership location to another.
- Some exposure to adverse environmental conditions such as dust and/or odors.
- Sitting at a desk: short time, 15 minutes and/or medium, 15-45 min. on a regular basis; on rare occasions, to complete complex projects or tasks, long periods of 45+ min. may be required.

For a complete list of responsibilities for this unique position please review the full job description below. To apply, please submit your cover letter and resume to careers262@lalawlibrary.org.

LA Law Library is an equal opportunity employer who actively supports diversity in the workplace.

www.lalawlibrary.org/careers



LA LAW LIBRARY JOB DESCRIPTION

Title:	HelpDesk Analyst
Department:	Information Technology
Focus:	Helpdesk & Data Backup
Reports to:	Director, Technology Services
Position Supervised:	None
FLSA Status:	Non-Exempt
Salary Grade:	3
Union Status:	Ineligible for Representation
Effective Date:	

Position Summary

Under the direction of the Technology Services Director, provides first level support for the helpdesk administration and backup monitoring function in Technology Services. Major responsibilities include End User Support and Backup Administration.

Responsibilities and Duties

HelpDesk Administration

- Serves as an effective, first-level technical resource to clients, both internal and external, providing assistance with hardware, software or general technology issues and requests while exercising good judgment, patience and tact.
- Uses internal helpdesk request tracking application to record and track all requests, issues, assets, status updates and resolutions providing daily monitoring and follow-up on all open requests.
- Troubleshoots issues independently to identify source and resolution while maintaining ownership until a final resolution is found or issue is reassigned.
- Follows all Library policies and procedures and maintains a professional attitude/image at all times.
- Performs basic Microsoft AD functions such as account creation, changes or deletions including Microsoft Exchange email accounts and network file access security settings.
- Configures, installs, and maintains equipment such as desktops, laptops, printers and other peripheral devices.
- Conducts regularly scheduled maintenance visits to branch and partnership locations within Los Angeles County using personal vehicle.
- Works with team members to conduct periodic audits of all technology assets.
- Actively participates in all required staff meetings.
- Completes projects and assignments efficiently and in a timely manner.

- Maintains current knowledge of industry-related applications, upgrades, and trends through continued training and self-study in order to grow professionally and support the overall technology goals and objectives for the LA Law Library.

Back-Up Monitoring

- Monitors daily backup logs for successful completion.
- Identifies and documents issues and notifies appropriate team members.

Other Responsibilities

- Provides basic training on the use of Library-provided software and hardware as needed.
- Prepares meeting facilities (e.g. Training Room, conference room) ensuring equipment readiness for projector, laptops, teleconferencing unit, and/or AV equipment.
- Conducts routine preventive maintenance on copiers by coordinating with contractor for scheduling of routine maintenance calls as well as coordinating service repair activities.
- Serves as contact with equipment maintenance company;
- Performs other duties as assigned.

Position Qualifications

Required

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Work Environment

Will be working in a busy office environment and travelling from time-to-time to branch and partnership locations within the County of Los Angeles.

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Approvals

Immediate Supervisor

Date

Senior Director

Date

Human Resources

Date

Executive Director

Date

Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature _____ Date _____

Print Name _____

Distribution: Original - Human Resources, Copies - Supervisor, Employee