

**TITLE: Help Desk Analyst**

**COMPANY:** LA Law Library

**FULL/PART TIME:** Full Time

**SCHEDULE:** 9:15AM – 6:00PM, Monday-Friday

**SALARY:** \$40k-\$52k/Annual, Commensurate with experience plus excellent benefits.

## **ABOUT LA LAW LIBRARY**

LA Law Library is a vibrant community education center in Los Angeles County and a leader in providing public access to legal knowledge, 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 as 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.

Our staff serves more than 50 thousand patrons annually, both nationally and globally, and the number continues to grow daily as new programs and workshops are developed with the assistance of our many partners to provide innovative legal research technology and services.

## **POSITION INFORMATION**

LA Law Library is currently seeking a HelpDesk Analyst who is flexible, energetic and a team player that has the up-to-date knowledge to troubleshoot and resolve network computer requests. Must be organized and self-motivated in small teams. Excellent opportunity for learning cross-platform newer technologies. Must be patient and be able to communicate with all levels of computer experience.

## **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

- Associate's degree with course work in information systems or related field; 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 Microsoft Windows Desktop Platforms, Microsoft Office Suite 2010-2016, Microsoft Outlook 2010-2016, Virus Scan Software and Helpdesk ticketing systems.
- Able to read, analyze and interpret technology related materials.
- Effective written and oral communication skills with people at all levels of computer experience.
- 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.
- Ability to travel between main and branch locations within Los Angeles County as needed for onsite support.
- Customer friendly attitude and outgoing personality.

#### Preferred

- 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 and skills.
- Some familiarity with one or more of the following: VMware Virtual Enterprise Environment, Voice Over IP Phones (VOIP), Wireless technologies and/or Document Management Systems.

### **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.

**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.

**BENEFITS**

LA Law Library currently offers a comprehensive benefits package including California Public Employees Retirement System (pension program), choice of 10 medical insurance plans, dental and vision insurance plans, paid leave accruals, 13 paid holidays, life and long-term disability insurance, 457 Deferred Compensation plan, Flexible Spending Account (FSA); as well as a transportation allowance/reimbursement program for using public transit or free parking if you drive.

**EQUAL OPPORTUNITY EMPLOYER**

LA Law Library is an equal opportunity employer. It does not discriminate against qualified employees or applicants based on race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, citizenship status, age, marital status, physical disability, mental disability, medical condition, sexual orientation, military or veteran status, genetic information, or any other characteristic protected by applicable state or federal law. Equal employment opportunity will be extended to all persons in all terms and conditions of employment.