

## UW HEALTH JOB DESCRIPTION

### Senior Service Desk Specialist

|                                   |                         |                            |                    |
|-----------------------------------|-------------------------|----------------------------|--------------------|
| Job Code: 330030                  | FLSA Status: Non-exempt | Mgt. Approval: G. Kelliher | Date: January 2023 |
| Department: IS – Customer Service |                         | HR Approval: M. Grayson    | Date: January 2023 |

#### JOB SUMMARY

The Senior Service Desk Specialist is responsible for providing technical support services to UW Health internal and external customers using the internal knowledge base, application table, and configuration management database (CMDB) in ServiceNow. Customers may vary to include staff, providers, faculty, UW Health partners and affiliates, vendors, and business partners via phone, email, or self-service.

The focus is to troubleshoot and resolve the issue on the first call to minimize escalation to second level support. The Senior will provide differing levels of technical support on approximately 1,500 applications, including the Epic medical record system, electronic faxing, PACS, Citrix, VPN, Microsoft Windows operating systems, Mac OS, Microsoft Office, PC hardware, printers, mobile devices and Workspace One, network and telephony technologies.

The Senior Service Desk Specialist is responsible for offering guidance to less experienced Service Desk staff, acting as an escalation point and technical resource, providing training and mentoring. The senior will serve as a subject matter expert (SME) for the IS team(s) in order to collaborate, build relationships, and gather information to bring back to the rest of the Service Desk staff.

The Senior Service Desk Specialist will review incidents and tickets posted in the Escalation Review to provide suggestions on troubleshooting steps to take to resolve the incident on first contact, where possible, or to gather enough information for second level support. The senior will monitor incoming email to the Service Desk mailboxes and urgent banner requests to ensure they are handled in a timely manner. The Senior will take an active role in the internal operational IS communications. This includes engaging as needed to answer questions and to page IS support staff or the Director on-call (DoC).

The Senior Service Desk Specialist may assist in the coordination and scheduling of other Service Desk team members. The Senior leads team projects and may participate in organization-wide improvement teams.

#### MAJOR RESPONSIBILITIES

The Senior Service Desk Specialist is responsible for all aspects of the following responsibilities, as well as guiding other employees who may be performing these duties. Senior level duties are defined by a substantial level of scope and complexity, and incumbents simultaneously lead and manage multiple tasks.

1. Regularly monitor the work queue and respond that same day to assigned incidents and request tickets to assist in resolving or routing the ticket.
2. Analyze and diagnose advanced technical problems. Utilize good communication skills to interpret the issue and explain the solution.
3. Employ de-escalation techniques in dealing with frustrated customers.
4. Maintain working knowledge of an extensive set of technologies, systems, and applications.
5. Multitask between incoming calls, self-service tickets, emails, and messages posted in multiple group chat spaces.
6. Maintain adaptability to manage and respond to frequent changes.
7. Provide high-touch service for providers with immediate technical needs in support of patient care.
8. Guide customers through complicated set-up configurations where multiple systems and applications are involved.
9. Use remote connection software, to securely connect to the end user's workstation when providing support and/or to collect screen shots of the issue.
10. Resolve advanced and complex issues using available tools and existing skills/knowledge, such as searching for similar tickets, looking for a relevant knowledge base (KB) document, searching vendor support documentation, conducting research, or communicating with the subject matter expert (SME). Employ extensive troubleshooting ability.
11. Create incident tickets that are both accurate and complete. Utilize the appropriate incident template to document what the user stated as the issue, all the troubleshooting steps taken to try to resolve the issue, and a detailed description of the resolution steps.
12. Upon resolution of an issue, provide feedback/ training to the end user about the fix and how they can resolve it themselves next time, when possible.
13. If unable to resolve an incident or ticket, route it in an accurate and timely manner to second level support. Use resources to assist in routing it, such as searching for similar tickets and looking for a relevant KB document.

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14. Assist in creating, updating, and maintaining knowledge entries in the KB system based upon information sent to the Service Desk via email, group chat, or from the resolution notes of an incident.
15. Understand the components of the ITIL framework and how it is applied in the UW Health infrastructure.
16. Deliver emergency communications in a timely manner.
17. Perform at, or above, required levels for Service Desk metrics, which are measured monthly for all Service Desk staff. May include, but is not limited to, first contact resolution, customer survey scores, calls answered percentage, and incidents reassigned percentage.
18. Provide training and mentoring for Service Desk staff to include virtually sitting with the new staff so they may shadow and observe, reviewing commonly referenced KB documents and policy docs, and orchestrating introductions of peers and other IS staff.
19. Perform as subject matter expert with 1 or more IS teams. Collaborate to create KB documents on the team's owned and supported applications and share useful information with the Service Desk staff.
20. Review incidents and tickets posted in group chats. Provide suggestions of other troubleshooting steps to take, suggest relevant KB documents, and advise on routing if it cannot be resolved by the Service Desk.
21. Ensure incoming banner requests are posted timely and accurately. This includes watching for email and banner request tickets and making sure the assignee or someone else on the team posts the banner.
22. Ensure that high priority tickets, questions, or requests are responded to in a timely manner.
23. Respond to questions and comments related to system outages and downtime. Page the necessary on-call resources and the Director on-call.
24. Act as resource for unresolved and complicated issues. Share information with the Service Desk staff and work with the appropriate IS staff to create KB articles where none exist.
25. Identify opportunities and champion for continuous process improvements.
26. Demonstrate ability to troubleshoot complicated issues spanning multiple technologies.
27. Provide weekly updates on project-related activities.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

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|---|-----------|---|
| Education                                 | Minimum   | Associate degree in Healthcare, Information Technology, Business, or related field<br>Two (2) years' combination of relevant experience and education may be considered in lieu of degree   |
|   | Preferred | Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred.   |
| Work Experience                           | Minimum   | Demonstrated success with troubleshooting complex IT issues related to personal computers, mobile devices, printers, phones, and online messaging platforms.<br>Demonstrated success in utilizing resources to assist in resolving IT issues.<br>Demonstrated success in mentoring and training peers.<br>Demonstrated success in effectively handling multiple issues simultaneously.<br>Demonstrated success in promoting process improvements and encouraging positive change.                               |
|   | Preferred | Experience in a health care setting   |
| Licenses & Certifications                 | Minimum   | None  |
|   | Preferred | Help Desk Institute (HDI) Support Center Team Lead, ITIL Service Lifecycle: Service Operation   |
| Required Skills, Knowledge, and Abilities |           | <p><u>Information Services (IS) Core Competencies:</u><br/>Emerging proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Leading with integrity</li> <li>• Championing innovation</li> </ul> <p>Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Effective Team Member</li> <li>• Critical Thinking</li> <li>• Mentoring and teaching</li> <li>• Agile methodology</li> <li>• Technical Leadership</li> </ul> |

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|  | <p><u>Position Specific Competencies:</u><br/>Advanced proficiency in at least two (2) and intermediate in all Service Desk competencies including customer service, continuous improvement, escalation, subject matter expertise, troubleshooting, and workload and time management.</p> <p><u>Other Required Knowledge, Skills &amp; Abilities</u></p> <ul style="list-style-type: none"> <li>• Knowledge of Service Desk ticketing applications</li> <li>• Knowledge of Microsoft products including the Windows operating system, Mac OS, and Office applications</li> <li>• Ability to discuss technical issues effectively with technical professionals as well as non-technical users</li> <li>• Ability to work independently and remain on task</li> <li>• Excellent analytical and problem-solving skills</li> <li>• Ability to collaborate and work well with peers</li> <li>• Ability to make judgments in demanding situations</li> <li>• Ability to react to frequent changes in duties and volume of work</li> <li>• Ability to logically organize details</li> <li>• Ability to manage multiple concurrent activities</li> </ul> <p><u>Other Preferred Knowledge, Skills &amp; Abilities</u></p> <ul style="list-style-type: none"> <li>• Knowledge of ITIL and Service Desk industry best practices</li> <li>• Knowledge of mobile device technology and equipment, including but not limited to, iPhone, iPad, and Android</li> </ul> |
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### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

| Physical Demand Level   | Occasional<br>Up to 33% of the time  | Frequent<br>34%-66% of the time | Constant<br>67%-100% of the time                                      |
|---|--|---------------------------------|---|
| <b>X</b>  | <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met. | <b>Up to 10#</b>                | <b>Negligible</b>   |
|   | <b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.  | <b>Up to 20#</b>                | <b>Negligible</b> or constant push/pull of items of negligible weight |
|   | <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.   | <b>20-50#</b>                   | <b>10-25#</b>   |
|   | <b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.   | <b>50-100#</b>                  | <b>25-50#</b>   |
|   | <b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.  | <b>Over 100#</b>                | <b>Over 50#</b>   |
| <b>Other - list any other physical requirements or bona fide occupational qualifications not indicated above:</b> |  |                                 |   |

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.