

## UW HEALTH JOB DESCRIPTION

### Service Desk Specialist

Job Code: 330031	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 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 the 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 Specialist will provide 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 Specialist serves as an escalation point for other Service Desk staff and provides training and mentoring to newly hired staff. The Specialist serves as a subject matter specialist for the IS team(s) to collaborate, build relationships, and gather information for the rest of the Service Desk staff.

### MAJOR RESPONSIBILITIES

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 and/or 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 using resources available to assist in routing it.
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 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 specialist with 1 or more IS teams. Collaborate in creations of KB documents on the team's owned and supported applications and share useful information with the Service Desk staff.

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

### JOB REQUIREMENTS

Education	Minimum	Associate degree in Healthcare, Information Technology, Business, or related field 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 supporting MS Office applications in a corporate environment. Demonstrated success working with a ticketing system for technical management support. Demonstrated success with troubleshooting common IT issues related to personal computers, mobile devices, printers, phones, and online messaging platforms. Demonstrated success in utilizing resources to assist in resolving IT issues. Demonstrated success in mentoring peers.
	Preferred	Experience in a health care setting
Licenses & Certifications	Minimum	None
	Preferred	Help Desk Institute (HDI) Troubleshooting and Problem-Solving Boot Camp, ITIL Foundation certification
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u> Intermediate proficiency in the following areas:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Effective Team Member</li> </ul> <p><u>Position Specific Competencies:</u> Intermediate proficiency in the following Service Desk competencies including customer service, escalation, troubleshooting, subject matter expertise, continuous improvement, 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>• 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> <li>• Excellent analytical and problem-solving skills</li> </ul>

### 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 Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docketts,	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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<b>X</b>	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>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>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<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>Negligible-10#</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>10-20#</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>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.