EMPLOYMENT OPPORTUNITIES

The employment opportunity(s) listed below had been provided to the Atlanta Workforce Development Agency as a courtesy to our customers. Please read each listing carefully to determine if you qualify for the posted position. Each announcement may have specific contact information or a process to apply for the position. You may be required to follow-up directly with the organization posting the position to determine whether your application is being considered. If you need additional information you may contact us at 404.546.3000.

PIEDMONT HOSPITAL JOB DESCRIPTION

JOB TITLE: Associate Technical Support Analyst **JOB#: IS-**P5202

DEPARTMENT: Information Services (IS)

REPORTS TO: Manager, Customer Service and Operations

SUPERVISES: N/A

RESPONSIBLE FOR: Responding to, diagnosing and resolving personal computer, workstation and application-related problems through discussion with users. Delivering remote technical support for Piedmont Healthcare. Perform timely technical duties regarding enterprise system and network monitoring and computer operations in a distributed system environment. This includes problem recognition, research, isolation and resolution and thorough documentation. Remediate basic problems while identifying and escalating more complex problems to analyst or support group.

QUALIFICATIONS: High school diploma required; Associate's Degree from a recognized college or university in Computer Science; or Technical Certificate preferred. Years of relevant experience may replace the educational requirement on a year for year basis. Knowledge of basic principles and methods of information processing, operating systems, system utilities and technical methodologies used in applications support. Strong written and verbal communication skills.

ESSENTIAL FUNCTIONS

1. Answers phone calls and gathers information to determine the issue or problem.
    - Obtains relevant information on caller, i.e., name, department, job, phone number.
    - Explains to customer what to expect in terms of resolution.
2. Troubleshoots and isolates problems with applications or hardware.
    - Recognizes problems and systematically gathers information and sorts through issues seeking input from others as appropriate.
    - Collects details concerning the nature, severity, onset and duration of the problem.

- Communicates outages to Piedmont Healthcare following established departmental processes.

3. Determines customer need on calls requesting hardware, software, or system access.
    - Obtains details on what the customer thinks he needs and why he needs it.
    - Assesses whether a more cost-effective solution would adequately address the customer's needs.
    - Discusses alternatives with customer.
    - Explains approvals necessary.
    - Instructs customer regarding approval procedure
4. Resolves technical or support issues by instructing customer or taking control of the customer's PC or workstation, or takes other corrective action.
    - Explains corrective action to customer so that customer can make changes necessary.
    - Explains to customer what is needed to fix the problem, then holds the line to allow the customer to opportunity correct the problem.
    - Obtains agreement from customer to allow access to customer's PC to help identify problem.
    - Takes control of customer's PC/workstation and investigates possible causes of problem.
    - Corrects problems within our established First Call resolution SLA. Promptly refers all other issues to appropriate group for resolution.
5. Maintains documentation on each issue, course of action and status.
    - Logs all relevant details concerning each call in tracking system.
    - Logically document problem resolution steps, including actions taken and call status, for review by others
    - Provides report to supervisor concerning calls, as requested.
6. Performs enterprise system and network monitoring and reporting
7. Monitors production and test systems and identify document and report issues as per established procedures.
8. Utilizes enterprise monitoring system to identify and report network outages or performance issues as per established procedures.
9. Completes system batch processes per established schedule.
10. Determines appropriate group for escalation.
11. Explains to customer that the call is being referred for assistance.
12. Transfers the help desk ticket to the appropriate group.

Please send qualified resumes to kwilliams@atlantaga.gov