



A Union of Professionals

Notice of Open Position

June 29, 2021

Job Title:	Service Desk Analyst/Grade 7	Unit:	OPEIU (Job #135)
Posting Number:	OPU-42-22-0621-V	Supervisor:	Infrastructure Manager
Department:	Administration & Infrastructure	Annual Salary:	\$58,006.85

The American Federation of Teachers is a union of professionals that champions fairness; democracy; economic opportunity; and high-quality public education, healthcare and public services for our students, their families and our communities. We are committed to advancing these principles through community engagement, organizing, collective bargaining and political activism, and especially through the work our members do. The AFT believes that a culturally diverse workforce advances our mission and we strongly encourage applications from under-represented communities of workers.

Special Note: The primary responsibility of the support analyst is to provide support to the AFT national office, field staff and state and local affiliates on all products, with an emphasis on AFT’s custom applications, Microsoft software, network and Citrix administration. The analyst must have advanced knowledge in troubleshooting, including, but not limited to, Windows & Mac operating systems, Citrix administration and various other hardware/software products to provide end-user support for all LAN and Web-based applications.

Position Summary: Under the general supervision of department deputy director the support analyst: handles requests received at the staff and affiliate support desk, records and track requests in our cloud-based ticketing application, is responsible for the maintenance and distribution of loaner equipment, performs clerical support related to the support area, maintains files and is responsible for scheduling training classes and registration.

- Position Responsibilities:**
- Address difficult issues which require advanced technical knowledge on a variety of software applications and hardware devices and ensures problems are escalated in accordance with established department guidelines.
 - Provide creative solutions and or temporary workarounds to user software and hardware problems.
 - Provide on-site computer support at AFT meetings (such as Convention, AFT Teach and the department’s bi-annual conference).
 - Write and send out advisories that provide essential information as well as lengthy, complex documents that impart instructions or information to staff and affiliates.
 - Operate office equipment using photocopier, fax and switchboard.
 - Occasional overtime required.
 - Participate in supportive role assignments under the direction of the human resources department.

- Primary Knowledge, Skills and Abilities:**
- Position requires excellent telephone, interpersonal and problem-solving skills, also solid verbal and written communication skills.
 - Candidate should be able to work in a team environment, as well as on an individual basis and provide expert and creative solutions to assist staff and affiliates learn more about various technologies.
 - Incumbent is required to have a MS Office Master Certification, an undergraduate degree in information technology or a related field and at least four years of information technology experience. (An analyst certification may substitute for the undergraduate degree in information technology or a related field).
 - Candidate should also be computer proficient and is required to have in-depth knowledge of several software packages including Windows/Mac Operating Systems, Microsoft applications including its 365 cloud versions, Citrix Virtual Desktop, Citrix ShareFile, and web based video conferencing applications like Zoom, BlueJeans and Microsoft Teams.

AFT is an Equal Opportunity Employer

The AFT is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

- Advanced knowledge in troubleshooting hardware a device such as PCs, Mac computers, printers and Smartphones is also required (willing to train on AFT-specific software).
- Knowledge of standard office equipment and computer proficiency (or willingness to train on standard AFT software).
- Familiarity with unions and/or non-profit associations is preferred.

Work Environment: Work is generally performed in an office environment; however, occasional travel to meetings is required.

How to Apply: Successful candidates must pass a clerical skills battery test per the OPEIU collective bargaining agreement. Applicants should submit a cover letter and resume to the director of human resources via the following link: https://www.appone.com/MainInfoReq.asp?R_ID=4333235.

Internal Posting Period: Expires July 14. External applicants may be considered as of July 15.

Patricia Cook, OPEIU#2 Shop Steward

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