Customer Support Analyst II /ICT Officer

Location: [Europe & the Middle East] [Armenia]

Town/City: Yerevan

Category: Information Technology

Job Type: Fixed term, Full-time

Customer Support Analyst II /ICT Officer

World Vision is a Christian humanitarian and development organization working to create lasting change in the lives. Established in 1950, World Vision operates in nearly 100 countries worldwide. It is a Christian relief, development and advocacy organization dedicated to working with children, families and communities, to overcome poverty and injustice. We pursue life in all its fullness for every child and serve all people regardless of religion, race, ethnicity or gender.

WV Armenia operates mainly through its 10-15 years long-term Area Programs (AP) that are predominantly funded through child sponsorship. APs are focused on promoting child well-being through community participation and ownership.

LOCATION

Yerevan, Armenia

DURATION

Fixed-term, full time

PURPOSE OF THE POSITION

Customer Support Analyst II is responsible for responding to customer requests by diagnosing and resolving problems and for supporting the ongoing technology needs of all employees by providing Level 2 and 3 help desk support. He/she works with a broad range of infrastructure products and complex client technology services and support area of IT. He/she works on multiple projects concurrently as a team member or as a technical lead.

Customer Support member responds to requests for IT support, logging problems, generating trouble tickets, attempting to diagnose and resolve problems, and if necessary, escalating the problem to the appropriate level of expertise. Customer Support Analyst II is responsible for documenting solutions to problems and developing end-user guidelines. On an ongoing basis, he/she works to improve customer support processes and practices. In addition, he/she evaluates and recommends client software and hardware and writes proposals for purchasing new or upgraded products.

Customer Support Analyst II is required an understanding of the foundation architecture, hardware and software used by the organization. He/she demonstrates skills in various custom or packaged hardware and software. He/she has the ability to gather information on issues and has diagnostic capabilities to enable him/her to describe or resolve problems. He/she ensures that client needs are addressed and resolved in accordance with service level agreements.

MAJOR RESPONSIBILITIES

Project planning

- Provide input during project planning and requirements phase.

Service desk

- First point of contact and day-to-day technical support to end users,

- Respond to Level 2 support and work with vendors on Level 3 support,

- Generate activity and status reports,

- Provide the user access service,

- Research trouble issues which affect multiple clients,

- Review checklists and scripts,

- Work with vendor technical support personnel on solutions for clients.

Client technology support

- Participate in deployment of new or upgrade information technology and infrastructure projects, including assisting co-workers and vendor partners,

- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications,

- Update configuration management tools,

- Develop and document procedures for performing configuration changes, updates and upgrades,

- Provide on-going support of client technology.

Technical support

- Ensure that all technical resources are available for meetings that include video conferencing,

- Engage the hardware vendors on issues to remedy issues or escalates for support,

- Monitor and communicate system status,

- Diagnose and resolve client workstation and mobile device hardware and software issues,

- Create temporary solutions until permanent solutions can be implemented,

- Assist systems, programming and vendor professionals as needed to resolve problems,

- Coordinate the resolution of escalated application, hardware and software problems.

Security

- Adhere to the integrity of controls, regulations and guidelines,

- Review operation processes to ensure consistent approval and compliance,

- Make recommendations and changes as appropriate.

Inventory management

- Maintain IT inventory management for all IT equipment and/or software in accordance with company policy and procedures.

Service level management

- Collaborate in the development of service-level objectives and take steps to meet or exceed targets,

- Monitor service-level objectives to ensure that requirements are met or exceeded,

- Make recommendations to approve performance and client satisfaction metrics,

- Follow up in a timely manner to ensure customer satisfaction.

Service improvements

- Track performance metrics,

- Review tracking log to identify recurring problems, or problems affecting a large number of clients,

- Develop procedures and control for service improvements,

- Recommend solutions to common problems and update frequently asked questions documentation.

Testing

- Participate in integration and user acceptance testing.

Training

- Train co-workers on new or existing functionality or services.

- Identify customer training needs based on common problems.

Documentation

- Create, modify and review documentation of issues resolutions,

- Develop and deliver documentation to ensure appropriate end-user support,

- Create and submit documented resolution to Knowledge Base,

- Update manuals/guides to incorporate new recommended products.

Communications/consulting

- Alert team members about recurring problems,

- Communicate technical information to both technical and non-technical personnel.

Business continuity

- Provide input to the design of backup and recovery procedures.

Research/evaluations

- Design standard image and alternate images, as needed,

- Evaluate and recommend new standard products for corporate standards list,

- Participate in working groups related to standards.

Coaching/mentoring

- Mentor less experienced staff in multiple areas of expertise.

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Computer Science, Information Systems, or other related field, or equivalent work experience,

- 5-7 years' of relevant technical and business work experience,

- Demonstrated knowledge of complex hardware and software products and problem solving/ diagnostic skills,

- Knowledge in all supported Microsoft Operating Systems (Windows 8.1 and 10, Server 2008-2016) and Office products,

- Experience with Windows Active Directory (User and Group Creation & Administration, GPOs.),

- Solid network troubleshooting skills - TCP/IP concepts and VPN/LAN/WAN /DHCP & DNS,

- Excellent written and verbal communication skills in English,

- Ability and willingness to travel domestically and internationally up to 25% of the time.