



**Job Title:** IT Helpdesk/QA Analyst  
**Department:** Information Technology  
**Reports To:** Chief Information Officer

**Job Summary:**

The IT Helpdesk/QA Analyst is responsible for the support for technical requests and system applications.

**Principal Responsibilities:**

- Provides Tier 1 customer support via phone and e-mail to user community in the areas of e-mail, standard Windows desktop operating systems and applications and other applications as required
- Serves as the first point of contact for incident and service request processes
- Uses expertise in customer service and technical knowledge to resolve issues surrounding usage and training on in-house applications
- Works in a call center environment, logging all contacts within a call tracking system
- Resolves simple to mildly complex problems on the initial call and in cases where this is not possible, ensures the issue is escalated to second or third tier
- Helps IT operations with the process of creating payment files, Tax Roll QC Process, etc.

**Other Job Criteria:**

- Provides and uses knowledge documentation
- Adheres to and maintains Help Desk processes, procedures, policies and job aids
- Provides an exceptional level of customer service, meeting service levels while working in a dynamic complex environment
- Participates in special projects, as required
- Flexibility to adapt to deadlines, changing schedules, priorities and unpredictable events as they arise

**Job Qualifications:**

- Maintains current knowledge of relevant technologies
- Works under little supervision on day-to-day operations
- Extensive knowledge of MS Word and Excel required
- Understanding of property management systems is a plus but not required