



# Commonwealth of Massachusetts

## OFFICE OF THE COMPTROLLER

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### OFFICE of the COMPTROLLER

#### Enterprise Systems Service Team

#### Service Desk Analyst (EDP II)

#### JOB POSTING FY 21 – 007

#### About the Office of the Comptroller

The Office of the Comptroller (CTR) is an Independent, Executive Level Agency. Our mission is to promote accountability, integrity, and clarity in Commonwealth business, fiscal, and administrative enterprises. We strive to be a model for good government and to protect public resources by mitigating the risk of fraud, waste, and abuse while promoting transparency. Our core values include teamwork, communication, excellence, service and trust.

#### Position Summary

The Office of the Comptroller Enterprise Systems Services (ESS) Team is looking to hire a customer focused and detail-oriented **Service Desk Analyst** that will handle the processing of tier 1 desktop and infrastructure support calls and tickets. This includes the responsibility of creating, troubleshooting, escalating and following-up on incidents and service requests received by phone, email, chat or tickets received within the IT management system.

The Service Desk Analyst is the first point of contact for employees who are seeking technical assistance. The Analyst is expected to provide high quality customer service and problem resolution to all customers. If the Service Desk Analyst is unable to resolve a reported incident or request, they will determine the priority, type and magnitude of each issue to categorize and escalate support, as needed.

The analyst is responsible for troubleshooting and escalating when appropriate incidents in areas such as:

- Applications (VPN, Office 365)
- Hardware (disk space, monitor settings, insufficient memory)
- Password resets
- Printer, scanner configurations
- Encryption
- Software updates
- Messaging (Outlook issues)
- Network (slow performance, onsite wi-fi issues)

Avaya (web ex, phone setup)

The Analyst regularly collaborates with other ESS members, internal and external IT support groups and ESS Management to resolve issues quickly and efficiently. The Service Desk Analyst is also responsible for any special IT related projects that are assigned by the supervisor.

The successful candidate must have an established record of accomplishment which reflects the willingness and ability to look beyond the current duties and functions, to identify opportunities for innovation and to provide leadership to take advantage of those opportunities.

**Specific Duties Include:**

- Diagnose and resolve problems according to standard operating procedures
- Determine the level of support required to escalate/resolve issues
- Maintain accurate and timely documentation of customer issues and their resolutions
- Duty Determine level of support required to escalate/resolve issues
- Prioritize and manage workload
- Escalate complex issues to supervisor or manager
- Escalate potential major incidents to ESS management promptly
- Verify and confirm customer data and document as required
- Answer incoming calls professionally and courteously within specified timeframes and create tickets accordingly
- Record, troubleshoot, and track incidents and requests for all service calls
- Act as central contact point for fast and effective problem diagnosis, determination and resolution
- Escalate tickets effectively within timeframes
- Follow-up on any assigned tickets pending resolution and communicate the status to customers
- Communicate and work regularly with other functional groups to ensure all tickets and escalated issues are managed appropriately
- Ensure all unassigned tickets and projects are assigned and processed
- Maintain accurate and timely documentation of customer issues and their resolutions
- Provide job trainings to new hires, cross functional projects, and/or less experienced staff when needed
- Report the need for any system or workflow enhancements (minor or significant) based on issues or trends, as needed

**Required Skills & Experience**

- Knowledge and skill in applying basic IT principles and practices to address Tier 1 issues
- Ability to gather and analyze basic facts and draw conclusions
- Ability to communicate factual and procedural information clearly, orally and in writing
- Knowledge of personal computers (PC) including hardware, operating systems and application software
- Understanding the components of a PC and laptop and the ability to perform basic troubleshooting of problems
- Functional knowledge of Microsoft Office and O365 products such as Outlook, Word, Excel, PowerPoint, Access, SharePoint, OneDrive, Teams and VPN
- Basic knowledge of technical terminology
- Ability to maintain accurate documentation

- Ability to present ideas in a user-friendly language to non-technical staff and end users
- Ability to absorb and retain information quickly
- Keen attention to detail
- Exceptional interpersonal skills with a focus on listening and questioning skills
- Ability to follow documented procedures and instructions
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Experience working in a team-oriented, collaborative and ever-changing technical environment
- Ability to adjust to changing situations to meet emergencies or changing program/production requirements
- Proven excellent customer service skills
- Strong interpersonal skills and the ability to work professionally with persons at all levels.
- Ability to manage and execute multiple tasks and responsibilities.
- Strong problem solving and conflict resolution skills and the ability to identify corrective action.
- Strong organizational and time management skills.
- High level of confidence and ability to communicate clearly and effectively in oral and written form to internal and external partners.

### **Preferred Qualifications**

- Minimum 2-3 years of professional experience working in a technical Service Desk or call center environment.
- Proven experience handling tier 1 level technical desktop and infrastructure support.
- Proven track record of performing high level technical problem resolution.
- Understanding of:
  - the components of a wide area network and a local area network and how they interact.
  - the components of a PC and laptop and the ability to perform basic troubleshooting of problems.
  - a computer virus, the various ways they may propagate, and the implications of a virus attack.
  - mainframe application environments and communication protocols.
  - WAN, LAN, and VPN network protocols such as TCP/IP and network diagnostic tools and techniques.
- Knowledge of the technical infrastructure, applications and support that is required for the various supported agencies.
- Proven analytical and technical problem-solving abilities.
- Experience working with an incident management ticket tracking system and/or ACD call center tracking system.
- Excellent communication and writing skills with the ability to clearly communicate technical concepts to both technical and non-technical audiences
- Ability to work independently in a team-oriented, collaborative and ever-changing technical environment.
- Demonstrated ability to prioritize and manage workload in a high-pressured environment.
- Microsoft, Cisco or CompTIA certification.

### **Minimum Entrance Requirements**

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional experience in electronic data processing, of which (B) at least one year must have been in work in which the major duties included computer systems analysis, or (C) any equivalent combination of the required

experience and the substitutions below.

**SUBSTITUTIONS:**

I. An Associate's degree with a major in the field of data processing or computer programming may be substituted for a maximum of one year of the required (A) experience.\*

II. A Bachelor's or higher degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.\*

III. A diploma for completion of a two year full-time, or equivalent part-time, program in a recognized non-degree granting business or vocational/technical school above the high school level with a major in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.\*

IV. An official transcript from a recognized business or vocational/ technical school as evidence of completion of a program consisting of at least 650 hours of instruction in the field of computer programming may be substituted for a maximum of one year of the required (A) experience.

V. Graduation from the data processing course of a recognized vocational/technical high school may be substituted for a maximum of one year of the required (A) experience.

\*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitution will be allowed for the one year of the required (B) experience.

Special Requirements: None

**Bargaining Unit / Salary Range**

NAGE UNIT 6 / Grade 12: \$58,390.54 - \$83,591.56

As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees.

**Benefits Package:**

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process. The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance through the Commonwealth's Group Insurance, and optional pre-tax health savings account plans. In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs.

CTR employees also participate in the Commonwealth's State Retirement Plan, which may become a defined benefit plan for those that both vest and subsequently retire from state service. Follow this link for additional retirement information: <http://www.mass.gov/treasury/retirement/state-board-of-retire/>.

CTR also offers Identify Force Credit Monitoring for all members of its office.

### **Commitment to Diversity**

CTR is committed to building a diverse team of managers and staff across its entire organization.

### **THE OFFICE OF THE COMPTROLLER IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**

### **Application Process:**

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates should **submit a cover letter, resume, business writing sample and a list of three professional references by e-mail** no later than **Friday, May 7, 2021**. Please include position title and posting number in the subject line of your submission.

The application package should be submitted following these instructions:

**Please include the position title and position number in the subject line:**

**Service Desk Analyst (EDP II), FY21 007**

Submit via this email address: [CTR-HR@mass.gov](mailto:CTR-HR@mass.gov)

### **Required Background Check – Including Tax Compliance**

CTR requires a background check on all prospective employees as a condition of employment.

The background check process is not initiated until:

- 1) A candidate is invited to a second interview; and
- 2) The candidate has signed the Background Check Authorization Form and related releases.

The background check includes:

- 1) A Criminal Offender Record Information (CORI) check
- 2) A federal IRS compliance verification, for up to 7 years, and
- 3) A Department of Revenue state tax compliance verification, for up to 7 years.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than the references provided by a candidate may be contacted in the course of completing a full background and qualification check.

**Further Information**

To learn more about CTR please visit our website, <http://www.macomptroller.org> and follow us on Twitter! [https://twitter.com/MA\\_Comptroller](https://twitter.com/MA_Comptroller).

Those candidates invited to interview will be contacted by a human resources representative for this position.