

# MICHIGAN SENATE

## SENATE BUSINESS OFFICE

### POSITION POSTING

#### SENIOR HELPDESK ANALYST

##### **SUMMARY:**

Under the direction of the Director of the Senate Business Office and the IT Services Manager and supervised by the Helpdesk Supervisor, the Analyst acts as the primary escalation contact for the Helpdesk Analysts. The Level II Service Desk Analyst also provides end user support, manages user access, and integrates Active Directory with identity management systems ensuring it is in sync with other directories.

##### **ESSENTIAL JOB FUNCTIONS:**

- Manages customer expectations in a positive and friendly manner, setting the organizational standard for customer engagement, and serving as a professional communication channel between end users and SIS
- Provides end user support and user access management
- Triage service requests and incidents appropriately, using ITIL methodology in the ITSM tool
- Provides first call resolutions, doing appropriate troubleshooting when possible and escalates as necessary
- Provides advanced technical and troubleshooting assistance related to computer hardware and software, and other tech tools and products
- Maintains identity management accounts on Active Directory
- Maintains access control lists, security groups, permissions, and cloud file shares
- Manages all aspects of the end user lifecycle, including account access and mail forwarding
- Evaluates AD and OS administrative tasks performed by Helpdesk and Tech Support staff and develops automated procedures to reduce steps, eliminate redundancy, and foster standardization
- Monitors all relevant automations to ensure continuous operation; troubleshoots and resolves issues
- Develops new ways to automate routine tasks
- Research technical problems, provide possible solutions, gather resources and technical staff input to determine best course of action to address the issue
- Assists/trains Helpdesk Analysts in areas of advanced troubleshooting
- Provides cross functional tier one and tier two to process service requests and issues
- Develops and maintains accurate and relevant helpdesk knowledge documents
- Identifies problems, incidents, and requests correctly; then categorizes and prioritizes them in the ITSM tool
- Seeks knowledge and education to improve Helpdesk competence and improve first call resolution

- Ensures tickets are resolved following approved procedures
- Coordinates ticket escalations, outages, and other technical communications to affected end users
- Provides on-site technical assistance on the Senate Chamber floor during Session
- Advises on written and interactive training materials, technology tip sheets. Prepares new training materials and reviews existing documentation for revisions and updates.

**SECONDARY DUTIES AND RESPONSIBILITIES:**

- Evaluates new or upgraded versions of software and produces written reports on user functionality
- Provides computer onboarding for new employees to familiarize them with Senate-related applications and sites
- Participates in special projects as assigned
- Performs other duties as assigned by the Helpdesk Supervisor or IT Services Manager

**EDUCATION/EXPERIENCE:**

- Associate Degree in a related technical field or professional certification on applicable software packages supported at the Michigan Senate preferred
- Six years or more of related personal computer software experience and software instruction training required
- Six years or more of helpdesk support preferred, performing activities that correspond to listed qualifications
- Experience working in a team-oriented, collaborative environment
- Other combinations of education and experience will be evaluated on an individual basis

**SKILLS AND KNOWLEDGE REQUIRED:**

- Advanced knowledge of Microsoft Office product line
- Knowledge of workstation operating system support consisting of Windows and client software
- Knowledge of Android or iOS mobile device operating systems
- Excellent interpersonal skills, with a focus on listening and questioning skills
- Excellent documentation skills
- Ability to communicate well with others, both orally and in writing
- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language to non-technical end users
- Ability to work cooperatively with information and development analysts to solve problems
- Ability to prioritize multiple tasks in a fast-paced environment and work within time frames that may be rigid or subject to change on short notice
- Ability to work in a professional and nonpartisan manner
- Ability to work outside of prescribed work hours when necessary
- Ability to develop and maintain good working relationships with legislators and other elected officials, staff, vendors, and other agencies

This job description is not intended as a comprehensive list of all of the duties required of this position. Additional duties may be assigned from time to time, and the listed duties are subject to change at any time, with or without notice.

**STATUS:** Salaried, with a standard benefit package

**SALARY:** \$70,000 - \$90,000

**WORK SCHEDULE:** Hybrid Monday – Friday, 9:30 AM to 5:30 PM

**GOVERNING CAUCUS:** Nonpartisan

This is a non-civil service, at-will position.

**Interested applicants, please submit a cover letter and resume  
to:**

PO Box 30036

Lansing, MI 48909

Email: [resume@senate.michigan.gov](mailto:resume@senate.michigan.gov)

The Michigan Senate considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, height, weight, disability, marital status, or any other legally protected status. If you are a person with a qualified disability, you may request any needed reasonable accommodation to participate in the application, testing, and/or interview process by contacting the Senate ADA Coordinator at 517-373-1675.