

POSITION OVERVIEW

Job Title: Service Center Analyst
Department: Information Technology
Job Code: SVDSKAN
Reports to: Supervisor, Service Center
FLSA Status: Non-Exempt
Location: Remote
Draft Date: March, 2024
Revision Date: N/A
Approved By: Robin Williamson
Role: Individual Contributor

POSITION SUMMARY

Radiology Partners is seeking a Service Center Analyst that will be responsible for delivering 1st line support to users providing excellent customer service. The Service Center Analyst plays a role in first contact resolution, ticket ownership and escalation, desktop support, user access, worklist support, and customer service.

POSITION DUTIES AND RESPONSIBILITIES

First Contact Resolution

- Identifies and resolves incidents within agreed Service Level Agreements (SLAs) where possible without referral to 2nd and 3rd level support teams.
- Fulfills service requests within SLAs that they are capable of fulfilling.

Ticket Ownership and Escalation

- Refers to 2nd and 3rd level support teams to resolve incidents that are beyond the scope of the Service Center.
- Monitors incident trends and identifies recurring incidents that may be major incidents.
- Immediately escalates major incidents to both internal and external teams, in line with incident management processes.
- Takes end-to-end ownership of incidents (even after referral), ensuring accurate and timely updates are maintained in ServiceNow.
- Assigns service requests to correct support team.

Desktop Support

- Provides technical support and troubleshooting guidance pertaining to network, internet, laptop, phone, tablet, and computer issues
- Assists users with Microsoft Office applications (Word, Excel, PowerPoint, Outlook, Teams)
- Remotely installs software on PCs
- Provides mobile devices support related to applications, email, Microsoft Teams

User Access

- Assists users with multifactor authentication for Okta Verify
- Performs password resets and account unlocks

Worklist Support

- Researches and resolves issues of orders without images
- Researches and resolves issues of images without orders

Customer Service

- Interacts with customers to provide and process information in response to inquiries, concerns, requests
- Logs tickets that are received from end users through phone calls and emails in ServiceNow.

- Keeps users and other interested parties informed of incident and service request progress throughout the lifecycle.
- Creates and maintains strong relationships with the users by effectively managing expectations and inspiring confidence in delivery.

DESIRED PROFESSIONAL SKILLS AND EXPERIENCE

- Working experience in incident and request management
- Working experience with a service desk and troubleshooting hardware, software, and networking issues
- Working experience with a ticket management/service desk system (preferably ServiceNow)
- Working experience in medically related environment or position
- Working experience working in an ITIL-based environment
- ITIL Foundation Certification
- Help Desk Institute (HDI) Support Center Analyst Certification
- A+ and Network+ certifications

REQUIREMENTS

- Two-year technology degree or equivalent combination of industry related professional experience and education
- Working experience in providing outstanding customer service
- Working experience in providing technology support or working in a technical capacity
- Excellent written and oral communication skills
- Working experience with Microsoft Office products

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

☐ Never ☒ Occasionally ☐ Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

☐ Never ☒ Occasionally ☐ Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

☐ Never ☒ Occasionally ☐ Constantly

Moving about to accomplish tasks or moving from one worksite to another.

☐ Never ☐ Occasionally ☒ Constantly

Adjusting or moving objects up to 20 pounds in all directions.

☐ Never ☒ Occasionally ☐ Constantly

Communicating with others to exchange information.

☐ Never ☐ Occasionally ☒ Constantly

Repeating motions that may include the wrists, hands and/or fingers.

☐ Never ☒ Occasionally ☐ Constantly

Operating machinery and/or power tools.

☐ Never ☒ Occasionally ☐ Constantly

Operating motor vehicles or heavy equipment.

☐ Never ☒ Occasionally ☐ Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

☐ Never ☐ Occasionally ☒ Constantly

Environmental Conditions

Low temperatures.

☐ Never ☒ Occasionally ☐ Constantly

High temperatures.

☐ Never ☒ Occasionally ☐ Constantly

Outdoor elements such as precipitation and wind.

☐ Never ☒ Occasionally ☐ Constantly

Noisy environments.

☐ Never ☒ Occasionally ☐ Constantly

Hazardous conditions.

☐ Never ☒ Occasionally ☐ Constantly

Poor ventilation.

☐ Never ☒ Occasionally ☐ Constantly

Small and/or enclosed spaces.

☐ Never ☒ Occasionally ☐ Constantly

No adverse environmental conditions expected.

☐ Never ☒ Occasionally ☐ Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

☐ Never ☒ Occasionally ☐ Constantly

Light work that includes moving objects up to 20 pounds.

☐ Never ☒ Occasionally ☐ Constantly

Medium work that includes moving objects up to 50 pounds.

☐ Never ☒ Occasionally ☐ Constantly

Heavy work that includes moving objects up to 100 pounds or more.

☒ Never ☐ Occasionally ☐ Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate's Signature

Date