

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: 56

Position Title	Support Desk Analyst				
Date Evaluated	October 19, 2005	Date Revised		Notes Taken By	Jane Mizanski

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	3	Responds to enquires via e-mail, documents step-by-step instructions for users on how to resolve computer problems; issues remedy tickets providing details of who, where, what the problem is for follow-up by other IT staff; drafts detailed procedures for Support Desk staff eg. on Groupwise Mail moves, new software applications/installations.
2. Numeric Skills	2	Occasionally develops spreadsheet formulas/macros to resolve a user's problem.
3. Technical Skills/Professional Knowledge	3	Knowledge of computer hardware and software, familiarity with all MPAC computer programs, hardware equipment and systems dependencies (network) to troubleshoot; are the 2 nd level support; certification can be useful; If they are 2nd level resolution/support then should they be level 4 for technical skills and knowledge?
4. Analytical/Problem-Solving Skills	4	Gather and analyze verbal information from callers – asking variety of questions to determine the problem as the Analyst is problem solving over the phone (cannot see the problem therefore can be vague or inaccurate description of problem), may access callers system while on line, review error messages, check if isolated problem or corporate system failure; once problem is isolated then procedures to resolve follow established process, or are referred to other IT staff with authority access;
5. Communication Skills	3	Contacts with internal users, municipal clients on Municipal Connect requires skilled questioning – see factor 4 above;
6. Co-ordinating Skills	2	Do follow-up on remedy tickets if forwarded to other IT staff;
7. Freedom of Action	2	Some latitude to prioritize problems, but generally work is reactive – cannot determine workload as depends on calls/e-mails coming in from staff/user groups.
8. Guiding Others	1	Incumbents enable others to do their job by 'fixing' problems which is the application of their technical skills. No formal responsibility for guiding or training others.
9. Physical Effort	1	No physical effort beyond standard office work - sit at computer they are tied to computer for time they are 'on' does this warrant a 2 level?
10. Manual Dexterity	1	Keyboarding with opportunity to lessen strain by doing other duties; not continuous keying, telephone calls, liaising with staff;
11. Audio/Visual Effort	2	Listening to callers explain their technical problem, reviewing the Remedy ticket log.
12. Working Conditions	1	Dealing with frustrated, impatient staff when cannot resolve their issues/system is down.
General Notes		