

Service Desk Analyst

Who We Are:

Water Mission (WM) is a nonprofit Christian engineering organization that designs, builds, and implements safe water, sanitation, and hygiene (WASH) solutions for people in developing countries and disaster areas. Since 2001, Water Mission has used innovative technology and engineering expertise to provide access to safe water for more than 3.6 million people in 55 countries. Water Mission has more than 250 staff members working around the world in permanent country programs located in Africa, Asia, North America, South America, Central America, and the Caribbean. To learn more, visit WaterMission.org.

Position Summary:

The Service Desk Analyst is responsible for a pro-active approach to building and maintaining reliable information technology services and supporting Water Mission's staff in the application and use of these services. On a larger scale, the Service Desk Analyst is responsible for data security and the protection of Water Mission's information. He/she is a critical part of the team and will report to the Information Systems Manager.

Position Responsibilities:

- Maintains a strong Christian witness to colleagues, vendors, donors, charitable beneficiaries, and the general public
- Provides exceptional customer service from initial request to full ticket resolution
- Manages help desk ticketing requests from local and international staff utilizing service desk and remote access software; ensures all tickets are processed and resolved in a timely manner
- Uses service desk's reports to regularly monitor effectiveness and plan for continuous improvement of service delivery
- Troubleshoots technical issues that arise (Windows 10 laptops, MacBook Pros, iPads, conference rooms' video conferencing and presentation equipment, phones, printers, networking, security, Windows Server, etc.)
- Recommends and installs standard hardware and software to ensure a secure, collaborative and efficient organization
- Maintains a regular upgrade cycle for staff's laptops and software
- Responsible for processes and account permissions with employee onboarding, change of roles, and offboarding (purchasing, setting up equipment, software, and user accounts)
- Responsible for training users and continually encouraging good security practices
- Sets up and maintains IT equipment in conference rooms to facilitate effective audio and video collaboration
- Gathers feedback from staff on how technology could better enable them to complete their jobs
- Collaborates with IT team members on shared goals
- Manages IT inventory and documents updates to IT procedures
- Supports the Information Systems Manager with special projects

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Qualifications Required:

- A committed Christian with an active relationship with Jesus Christ
- At least two years of experience in a similar role (five or more preferred)
- Strong troubleshooting, problem solving, and analytical skills with excellent attention to detail
- Servant's heart and strong interpersonal communication skills
- Consistent positive attitude and a sincere concern for quality
- Ability to manage multiple tasks and quickly resolve internal staff issues
- Able to prioritize multiple issues based on severity and impact
- Familiarity with Office 365 products (web applications and software versions for Outlook, Word, PowerPoint, OneNote, OneDrive for Business, and Excel)
- Must be a team player and work well with others
- Must be a quick and eager learner
- Ability to create process documentation and follow IT processes
- Possesses creativity with solving problems with resource constraints

Competencies:

- Technical Expertise
- Concern for Quality
- Attention to communication
- Continuous Improvement
- Flexibility

Interested, qualified applicants should apply at: <https://watermission.org/get-involved/join-our-team/careers/>