



Position Description

Position Title: IT Support Analyst
Department: Information Technology
Reports To (Functional Title): Head of Information Technology
Date: October 2019

BASIC PURPOSE/FUNCTION:

This position provides support for incident resolution and requests reported to the BSIG help desk. Responsibilities include initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of application software products and/or infrastructure components. The IT Support Specialist is expected to communicate effectively and provide user training where appropriate. The role also requires the ability to work well in a team environment and to respond promptly to issues, gauging when to escalate problems beyond the scope of responsibility to other service resources from the Facilities, Operations, or Development groups in a timely manner.

PRIMARY DUTIES AND RESPONSIBILITIES:

	<u>% of Time</u>
1. Application & System Administration	40%
<ul style="list-style-type: none">• Provide IT support and resolution of all types of incidents and requests reported to the IT Service Desk from a global customer base via email and phone• User provisioning & separation tasks• Act as Ambassador of the IT department through a professional demeanor and positive tone• Communicate to and train business users on best practice methodology for end users• Participate in On-Call rotation to respond to after-hours support incidents as an escalation	
2. Audio/Video Support	20%
<ul style="list-style-type: none">• Set up and support of A/V calls, quarterly calls, town hall meetings etc.• Troubleshooting issues in real time during meetings and calls• Assist staff with use of A/V and other collaboration technologies	
3. Desk-side Support	40%
<ul style="list-style-type: none">• Hands on white-glove support for iOS devices, Laptops & Desktops• Provisioning, deployment, and collection of telephone, pc, and other IT equipment (printers, scanners, projectors, etc.)• Set up and relocate equipment for employee use while ensuring proper installation of cables, operating systems, and appropriate software• Building and imaging desktop and laptop computers• Ensuring proper policies and security are applied to users and end-points	

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EDUCATIONAL REQUIREMENTS:

- | | |
|---|--|
| <input checked="" type="checkbox"/> High School Diploma or GED | <input type="checkbox"/> Master's Degree |
| <input checked="" type="checkbox"/> Associate or Technical Degree | <input type="checkbox"/> Doctorate Degree |
| <input checked="" type="checkbox"/> Bachelor's degree | <input type="checkbox"/> Certificate/License |

PRIOR WORK EXPERIENCE REQUIRED:

- | | |
|--|---|
| <input type="checkbox"/> Less than 1 Year | <input type="checkbox"/> 5 to 8 Years |
| <input checked="" type="checkbox"/> 1 to 3 Years | <input type="checkbox"/> 8 to 10 Years |
| <input type="checkbox"/> 3 to 5 Years | <input type="checkbox"/> 10 Years or More |

NECESSARY SKILL SET:

1. Demonstrated problem solving, judgment, and decision-making abilities required
2. Strong verbal and written communication competence, with excellent interpersonal and client service skills
3. Ability to take initiative and deal effectively with customers, vendors, peers, and management, assertively and professionally
4. Manage time, prioritize and organize work in an efficient manner while maintaining the flexibility to shift priorities and adapt quickly in a fast paced and dynamic environment
5. Ability to work well under stress and time pressures required.
6. The following prior work experienced is preferred:
 - One year of experience in a support environment or equivalent
 - Experience with operating systems, tools, and customer applications
 - Experience with remote diagnostic tools
 - Experience with help desk technologies and tools

The preceding Position Description has been designed to indicate the general nature and level of work performed by employees within this qualification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.

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