



Riddell



## Job Summary

### Title

Service Desk Analyst

### Division

Bell/Giro

### Location

Scotts Valley, CA

### Reports To

Help Desk Mgr.

## SERVICE DESK ANALYST

We're Easton-Bell Sports... We make gear. Football Gear. Hockey Gear. Bike Gear. Snowboarding Gear. Baseball Gear. And we're growing.

Our IT-help desk team needs to you to help us stay strong.

**Summary:** This position is responsible for the on-site computer (hardware, software and networking) support at our Scotts Valley location. The right candidate will manage the IT needs through digital trouble tickets and in-person requests.

Below, you'll find the particulars, but **broad-based knowledge (including MAC) and a willingness to provide excellent customer service** is a must.

**To Apply:** <https://home.eease.com/recruit/?id=472606>

No phone calls please. Secondary sources will not be considered for this position. Easton-Bell Sports is an Equal Employment Opportunity company.

### Job Summary

The Service Desk Analyst provides prompt and courteous support to internal staff on all company supported applications by answering requests/questions concerning equipment, software and hardware. The Service Desk Analyst addresses all user inquiries and complaints with the highest degree of professionalism and product knowledge.

### Essential Functions:

- Manages ticket queue generated from emails and a self-service portal. Field telephone calls and walk-up requests for technical support on a variety of technologies.
- Installs new PC equipment and software per company specifications, policies and procedures.
- Troubleshoots hardware and software issues and make needed repairs.
- Assists end users with software and hardware training/instruction as needed.
- Develops user documentation for improved user efficiency.
- Assists users in automation of repetitive processes including batch jobs, reports, etc.
- Performs maintenance on printers, copiers, fax machines, scanners and RF equipment.
- Maintains supplies for printers, copiers, fax machines using company-approved vendors.



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- Maintains ServiceDesk application utilizing ticket handling processes.
- Escalates critical issues through appropriate channels.
- Performs backup maintenance of all internal systems per company standards.
- Provides computer/telephone orientation to new staff members.
- Assists with providing input on company application purchases.
- Ability to lift up to 40 pounds.
- Travel may be required.
- Occasional On-Call rotation and weekend/after-hours work as needed.

**Education and Training:**

- High school degree or equivalent required.
- Associate's Degree/Bachelor's Degree in Computer Science or related field highly desirable.
- Minimum three to five (3-5) years experience with PC administration, software/hardware support and troubleshooting required.
- Excellent proficiency with all MS Office and other standard applications used throughout the company.
- MAC experience highly desirable.
- SAP experience highly desirable.
- Strong working knowledge of desktop and laptop functionality.
- MCP or MCSE certification desirable.

**Skills and Abilities:**

- Strong customer service focus.
- Excellent verbal, written and interpersonal communication skills.
- Effectively communicates instructions and technical information in a clear, precise and understandable manner.
- Ability to maintain a high level of flexibility and to learn and support new applications.
- Solid comprehension and listening skills.
- Excellent analytical, troubleshooting and problem-solving skills.
- Strong teamwork skills with the ability to establish and maintain positive and effective working relationships with numerous departments and employees.
- Strong organizational, project management, multi-tasking and task prioritization skills.
- Self-motivated and self-directed with the ability to work with little supervision.
- Careful attention to detail and accuracy.

