


AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
Affiliated with the AFL-CIO
80 F St NW, Washington, DC 20001-1583

MEMORANDUM: Human Resources/Vacancy #23

DATE: March 25, 2024

TO: ALL EMPLOYEES
National Headquarters and District Offices

FROM: Everett B. Kelley 
National President

SUBJECT: Vacancy Announcement – Help Desk Analyst I, Grade 7/8, Information Services Department

The purpose of this memorandum is to advise you that a vacancy now exists for the position of Help Desk Analyst I, Information Services Department, effective immediately.

Selection to fill each vacancy will be made according to the AFGE/OPEIU Local #2 Contract and the National Executive Council's policy on hiring.

Official Station: National Office

The attached position description sets forth the duties, qualifications, and responsibilities of the position.

All interested applicants must submit resume to jobs@afge.org, Attention: Vacancy Announcement #23 to Human Resources. Expressions of interest from (**internal candidates**) must be received by the close of business on Tuesday April 2, 2024.

cc: National Executive Council
Taylor Higley
Finance Director
Chief Steward, OPEIU

FOR BULLETIN BOARD POSTING
NOT TO BE REMOVED
(ADDITIONAL COPIES OF THIS POSTING MAY BE OBTAINED FROM
THE HUMAN RESOURCES DEPARTMENT, UPON REQUEST)

POSITION DESCRIPTION

American Federation of Government Employees (AFGE)

Department: Information Services Department

Location: National Office

FSLA Classification: Non- Exempt

Position Title: Help Desk Analyst I

Date of Revision/Creations:

CLASSIFICATION: Help Desk Analyst I

I. INTRODUCTION AND POSITION SUMMARY

The AFGE Information Technology Services Department handles the operation and development of Federation information systems infrastructure, the support of its users, and business processes. The department is an integrated team consisting of operations, development, and information security members.

The position herein described is strongly involved in AFGE's helpdesk operations, information technology applications, infrastructure, and networks. Primary responsibilities include training, assisting end-users to make sense of technology and all its offerings, service engineering, and maintaining service availability.

II. DUTIES AND RESPONSIBILITIES

Major duties and responsibilities of this position include:

Help Desk and Customer Service Support

1. Respond in a timely and courteous manner to trouble tickets received on the Help Desk.
2. Receive and thoroughly document all calls, emails, and other communications in compliance with Help Desk processes.
3. Responsible for user support and maintenance of AFGE's client-side assets.
4. Prepare business correspondence.
5. Creates and maintains prescribed knowledge base articles/documentation on the enterprise networks, infrastructure, and IT policies and procedures of AFGE.
6. Have a clear understanding and importance of customer service support as it relates to high efficiency and productivity.

7. Process equipment/software orders and vender's payments in a timely fashion.
8. Maintains a positive, friendly demeanor with customers and co-workers.
9. Other IT and general office duties, as assigned.

Infrastructure, Service and Network Support

1. Respond promptly to alerts and problems impacting service availability.
2. Coordinates effectively with other staff, AFGE contractors, and service providers to ensure optimal service operations.
3. Maintain service infrastructure and networks for AFGE, on-site and remotely.
4. Effectively troubleshoots servers, workstations, laptops, firewalls, and other infrastructure.
5. Participates in projects and upgrades during and occasionally outside of business hours.

Documentation and User Education

1. Maintains knowledge base and other user education materials relevant to technology operations and support.
2. Provides training to assist members/staff using any software product, applications, and sites.
3. Promotes an atmosphere of learning among team members.
4. Inform team members in Information technology offerings and latest developments.
5. Participate in training, conferences, and conventions as assigned.
6. All other duties as assigned.

Due to the nature of this position, work may be occasionally required outside normal business hours for service-impacting projects and critical availability, security, and/or user-impacting issues.

III. WORK ENVIRONMENT

This job operates in a professional environment working to establish Federation and Departmental goals. The incumbent will routinely use standard office equipment such as computers, fax machines, scanners, and phones. The employee will periodically be required to do some lifting and/or move items over 10 pounds.

IV. CONTROLS OVER THE POSITION

This position receives direct supervision from the IT Operations Manager.

V. QUALIFICATIONS

1. Applicants for this position must have significant knowledge of modern technology practices and procedures, a clear understanding of Information technology systems, services, networks, and associated operating environments.
2. Working knowledge and experience with common enterprise services, including desktop management, client/server applications, Active Directory, file sharing, messaging, and networking.
3. Experience with current operating systems.
4. One-year specialized, applicable enterprise IT experience.
5. High School Graduate.
6. Microsoft Certified Professional (MCP), Microsoft Certified Desktop Technician (MCDT), or similar related certification preferred.
7. Ability to communicate clearly and professionally, both verbally and in writing, to customers and co-workers.
8. Must stay current with modern information services technologies, practices, and concepts throughout employment.
9. Must be able to lift 50 pounds.
10. Must be available and respond to work evenings and/or weekends when workloads dictate.
11. Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.
12. Candidate should be a self-motivated, independent, detail oriented, responsible team-player and exhibit exceptional customer relationship management skills.
13. Must have an interest and loyalty to the American labor movement.

VI. STATEMENT OF DIFFERENCES

G7- The incumbent is closely supervised to ensure the accuracy of the work product and conformance with Information Services policies and procedures.

G8- The incumbent demonstrates the consistent ability to fully perform all duties outlined in this position description with minimal supervision.

VII. EEO STATEMENT

AFGE provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, pregnancy, marital status, sexual orientation, personal appearance, gender identity and/or gender expression. In addition to federal law requirements, AFGE complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. The policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.