**Job Title:** Service Desk Analyst, Information Technology  
**Department:** FG&A  
**Reports to:** Infrastructure Manager, Information Technology  
**Status:** ☑ Exempt ☐ Nonexempt

The IT Service Desk Analyst is a hands-on position responsible for working with cross-functional groups within the organization to support client computing, network, server, printing and telecommunications needs.

Strong customer focus, attention to qualitative delivered services, prioritization, and effective communication are essential to the success of this position.

The Information Technology (IT) Service Desk Analyst is specifically responsible for working with the IT Infrastructure Manager to ensure that IT Service Desk services are supporting the commercialization of the business, helping to make employees productive in their use of computing assets and supporting the IT applications team.

**Core Job Responsibilities:**

- Primary support responsibility for timely and planned response for first-level IT Service Desk tickets
- Perform technical troubleshooting and problem resolution involving  
  - Client computing hardware (Dell & Apple)  
  - Client computing operating systems (Microsoft Windows and Mac OS X)  
  - User and password management  
  - Security access rights  
  - Client computing applications (including Microsoft Office)  
  - LAN & WAN network connectivity  
  - Printing management  
  - Telephony, including phone setup and voicemail
- Imaging of new and repurposed client computing equipment
- Manage cloud-based infrastructure solutions including email, spam management, audio/web conferencing, and file sharing
- Coordinating equipment purchase, repairs and returns with vendors
- Assisting IT Infrastructure Manager with design, deployment and post-production support of IT infrastructure investments
- Provide status updates, work plans, written documentation, test plans, business continuity plans and training for administered systems

**Living Avinger’s Culture:**  
As a member of the Avinger team, successful candidates agree to embrace and live out the core values of Avinger, specifically to:  
- Put patients first  
- Fail fast  
- Be open-minded  
- Collaborate  
- Maintain a sense of urgency

**Other Responsibilities:**

- Understand the job specific quality system procedures and processes as defined in the Training Matrix and adhere to the requirements listed in those documents. If any of the procedure or process requirements are unclear or ambiguous, it is the responsibility of the employee to notify his/her supervisor or Quality Assurance  
- Maintain corporate confidentiality at all times

**Requirements:**

- B.S. Computer Science/Engineering or equivalent in work experience  
- Minimum of 7 years Information Technology infrastructure experience
Job Description Form

- Minimum of 3-5 years’ experience designing, implementing (production-ready), and managing:
  - Client computing imaging systems (e.g., Microsoft Windows Deployment Services and Dell KACE)
  - Microsoft Windows Server 2008/2012
  - Microsoft Windows 7/8 and Mac OS X 10.x operating systems
  - Tier 1 (Dell & HP) client computing desktops and laptops
  - Cloud-based anti-viral and malware endpoint protection
  - Functional knowledge of Microsoft Office suite
  - Experience working with network switches and routers

- Recognition as an IT infrastructure guru who is able to deconstruct a problem into its component parts and quickly determine the optimal course of action

- Experience working with IT Applications group to assess issues that blur the boundaries between infrastructure and applications

- Have worked in an IT infrastructure function in a medical device and/or FDA-compliant company and experience with validation is highly desirable

- Experience working in a high growth company with 250+ employees and multi-geography presence

- Self-starter with strong, proactive work ethic

- Ability to multi-task in a fast-paced, dynamic environment

- Strong verbal and written communication skills

- Willingness to learn new tasks and a positive, service-oriented attitude

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.