

**URM STORES, INC.  
PERSONNEL REQUISITION**

<b>EXTERNAL</b>		<b>Department:</b> INFORMATION TECHNOLOGY	<b>Date:</b> May 2, 2019 <b>Open Until:</b> May 15, 2019
<b>REQUIREMENTS</b>			
<b>Job Title: INFORMATION CENTER ANALYST</b>		Regular Full-Time Will be evaluated in 30, 60, and 90 days.	
<b>Essential Job Functions:</b>		<b>Date Needed:</b> ASAP <b>Position is:</b> Replacement	<b>Starting Salary:</b> DOE
<ol style="list-style-type: none"> <li>1. Providing world-class end-user support as part of a team, act as the first point of contact for technical assistance related to the Retail Technology systems, computers and computer applications, cloud-based applications, and URM-specific and internally-developed applications in use by URM Stores' customer-base.</li> <li>2. Monitor inbound phone calls and emails and convert them to incident/request "tickets" for resolution at the appropriate level.</li> <li>3. Notify supervisor/manager of high priority incidents/requests, critical status changes, and client complaints.</li> <li>4. Build rapport and elicit incident, request and problem details from Service Desk users, always documenting within the IT Department ITSM toolset.</li> <li>5. Facilitate rapid and effective resolution of incidents by employing known workarounds and troubleshooting with both URM IT team members and 3rd party vendors; escalating to Level 2 support when required.</li> <li>6. Identify reoccurring incidents and invoke the Problem Management process.</li> <li>7. Create and maintain technical documentation for inclusion in the URM Stores' Knowledge Base.</li> <li>8. Assist with the provisioning/modification/deprovisioning of end-user accounts.</li> <li>9. Perform other duties as assigned by the Service Desk Supervisor or the IT Operations Manager.</li> </ol>		<b>Education/Experience:</b>	
		<ul style="list-style-type: none"> <li>• High School Diploma or GED</li> <li>• Associates degree in a Computer Science related field or</li> <li>• 1-3 year's experience in Service Desk support</li> <li>• ITIL experience a plus</li> <li>• RORC experience a plus</li> <li>• Retail experience a plus</li> <li>• AS/400 knowledge a plus</li> <li>• ServiceNow experience a plus</li> </ul>	
		<b>Skills Required:</b>	
		<ul style="list-style-type: none"> <li>• Excellent customer service in both face-to-face, phone and written communications with non-technical people.</li> <li>• Ability to follow priorities and directions</li> <li>• Ability to multitask</li> <li>• Ability to understand, adapt, and build upon the existing work of others</li> </ul>	
		<b>License or Certificate Required:</b>	
		<b>Physical and Mental Abilities:</b>	
		<ul style="list-style-type: none"> <li>• Sitting/standing 95%, walking 5%</li> <li>• Process Oriented</li> <li>• Quick-study</li> </ul>	
		<b>Personal and Professional Attributes:</b>	
		Ability to work well under pressure and meet deadlines Team player Excellent follow through	
<b>Who will supervise this employee:</b>			
<b>Whom will this employee supervise:</b>			
None			
Testing is required to help finalize decision.		Want to interview at least 3 persons.	

URM Stores, Inc. ("URM") is an Equal Opportunity Employer. URM recruits and hires qualified candidates without regard to race, religion, color, sex, sexual orientation, age, national origin, citizenship and veteran or disability status, or any factors prohibited by law and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, and municipal laws