Position Profile – Help Desk Analyst, Level 1

About Credit Acceptance: Credit Acceptance Corporation is a finance company; we are in the business of Changing Lives!

Make the Right Move and build your career by joining a growing and profitable organization. Credit Acceptance is currently hiring a Help Desk Analyst.

If you are focused, assertive, persuasive and self-driven we would like to hear from you!

About this Position: The purpose of the “Help Desk Analyst” position is to . . .

- Provide quality support with a high degree of customer service, technical expertise for inbound service requests (via phone, email or walk-up) from system and computer users. They could include issues related to desktop, user administration, email, operating systems, networking, internet and Microsoft office suite.
- Perform troubleshooting and conduct problem determination to identify problem source and resolve as possible.
- Display accuracy, timeliness, and professionalism in all areas of support activity.

Position KSAs: What Knowledge, Skills and Abilities will you need to succeed in this role?

- You need to be able to exhibit a high degree of attention to detail
- You need to be organized, with an ability to multi-task and prioritize multiple requests
- You need to be clear and effective in your communication
- You need to understand how to provide excellent customer service
- You need to take initiative and make decisions independently
- You need to be receptive to ongoing feedback aimed at improving the performance of you and your team
- You need to be able to work independently as well as within groups.

Position Activities: You will be asked to perform account provisioning on a daily basis. In addition, you will be asked to provide periodic support for security scans.

- Provide Help Desk phone coverage
- Analyze and resolve problems, by researching problems thoroughly according to priorities and time frames laid out in the Help Desk service level agreements and Credit Acceptance Help Desk Policy. Prioritize tasks such as from the workload lists, daily tasks, etc.
- Receive, document and respond to incoming requests in a timely manner. Track 100% of all customer contacts.
- Work with users to better understand the nature of the issue
  - Conduct research, apply diagnostic utilities to aid in troubleshooting and determine root cause of issues
  - Resolve issue or document and escalate to level 2 support
  - Ensure complete and accurate request documentation in ticketing tool
- Perform daily preventative maintenance of scanners, printers, and peripherals
- Participate in rotation for 24/7 On call support including Saturday coverage.

Date updated: 1/2011
Basic Position Requirements: What do you need to qualify as a candidate for this position?
 You need to be able to conduct research into a wide range of computing issues as required.
 You need to be able to follow documented procedures
 You need to be able to learn quickly and apply knowledge learned
 You need to be able to handle difficult conversations professionally
 You need to be self motivated and demonstrate urgency and initiative
 You need to be able to effectively work independently and collaboratively in a fast-paced environment
 You need to be able to present ideas in user-friendly language.
 You need to have proven analytical and problem-solving abilities.
 You need to be able to effectively prioritize and execute tasks in a high-pressure environment.
 You need to have exceptional customer service orientation.

Additional Position Requirements: Experience and Education requirements.
External Candidates:
 BA in Computer Technology Preferred.
 Certifications such as MCP, A+, Dell Certified Technician, HDA preferred
 Knowledge of basic ITIL concepts is a plus
 Knowledge and experience in the following: Dell hardware; Windows XP Professional, Microsoft Office Suite, Microsoft Exchange, SharePoint, Office Communicator required
 Experience supporting handheld mobile devices (Blackberry) preferred
 Experience with troubleshooting network connectivity issues, both wired and wireless connections for office and home users preferred
 Able to handle many calls for long periods, stand for long periods, and/or be mobile for long periods required
 Ability to perform light manual labor, i.e. lifting monitors or PC's in support of equipment moves required

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