**Role Profile**

**Job Title:** Senior Service Desk Analyst

**School/Department:** Information Services – Global IT Service Delivery

**Job Family and Level:** Administrative, Professional & Managerial Level 3

**Contract Status:** Permanent

**Hours of Work:** Full-time (36.25 hours per week Monday to Friday)

**Location:** Kings Meadow Campus

**The Purpose of the Role:**
This post forms part of a central IT Service Desk team which provides first line support to the university community for IT-related support requests and queries received via telephone, email and self-service. This includes problem solving as well as fulfilling requests relating to IT issues. In addition, the team plays a key role in information gathering/dissemination procedures during major service disruptions.

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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tr>
<td>1. Providing support for all IT related issues and queries submitted by the university community via telephone, email and self service, including:</td>
<td>75%</td>
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<tr>
<td>- Advice and support relating to University supported software</td>
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<tr>
<td>- Advice and support relating to the University’s business systems and applications</td>
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<td>- Advice and support relating to the University’s e-mail/messaging systems</td>
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<tr>
<td>- Advice and support relating to stages of online registration and account creation</td>
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<td>- Advice and support relating to Microsoft Office products (including Office365)</td>
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<td>- Advice and support relating to Microsoft and Apple operating systems</td>
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<td>- Assisting with remote software installation and configuration</td>
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<tr>
<td>- Advice and support relating to the university’s wired and wireless networks</td>
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<tr>
<td>- Liaising with users relating to issues or requests raised</td>
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<td>Also included is assessing how advice should be provided by taking into account the nature of the problem and the experience and skills of the user.</td>
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<td>2. Assisting all members of the university community in the event of a major service disruption and in accordance with IS Incident and Problem Management procedures, including:</td>
<td>5%</td>
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<td>- Ensuring that the correct members of staff are informed</td>
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<td>- Gathering information related to the incident</td>
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<td>- Collating a list of users experiencing the problems and related symptoms</td>
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<td>- Monitoring progress of actions taken to resolve the issue (including timescales)</td>
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<td>- Informing users of progress and when the incident has been resolved</td>
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<td>3. Liaising with 2nd &amp; 3rd line support teams regarding issues that cannot be resolved on the IT Service Desk, including:</td>
<td>5%</td>
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<td>- Deciding when to involve other support teams</td>
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<tr>
<td>- Assisting with problem solving and information gathering</td>
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<td>- Monitoring and recording solutions for future reference</td>
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<tr>
<td>- Liaising with users on progress of the request or incident</td>
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4. Recording all IT Service Desk calls using the appropriate service management software, including:
   - Identifying the symptoms
   - Profiling the call
   - Accurately recording the information and updating it as appropriate
   - Following up on ‘open’ calls
   - Assessing when a call can be classified as ‘resolved’

5. Documenting solutions to most frequently raised issues for inclusion in a preferred knowledgebase and/or circulation amongst IS staff, including:
   - Ensuring that information is correct, easily understandable and kept up to date
   - Acting as Subject Matter Expert for a particular area/application and advising other members of Service Desk staff in the use of these applications

6. Any other duties appropriate to the grade and role of the person appointed

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### Knowledge, Skills, Qualifications & Experience

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<th>Essential</th>
<th>Desirable</th>
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| **Qualifications/Education** | • HNC/HND, or equivalent plus English and Maths at GCSE or equivalent OR substantial work experience in further or higher education | • Additional Microsoft certification or other recognised dedicated assessment in a relevant field  
• HND or degree in an IT related subject |
| **Knowledge/Skills/Training** | • Extensive troubleshooting skills in:  
  o Microsoft Office products  
  o Windows operating systems  
  o Email/messaging systems  
  o Internet access/configuration  
  o Apple operating systems  
  • Customer Service skills  
  • Keyboard skills | • Working knowledge of:  
  o Exchange/Office 365 environment  
  o Accounts package (e.g. Agresso)  
  o Network monitoring tools  
  o Mobile operating systems  
  o PC hardware knowledge  
• Formal practical training in a relevant discipline involving fault diagnosis  
• ITIL training/accreditation  
• SDI accreditation |
| **Experience** | • Substantial experience of supporting the following products whilst in a technical role:  
  o Microsoft Office  
  o Other PC based applications  
  o E-mail/messaging systems  
  o Virus detecting software  
  o Mixed platform environment  
  • Proven track record in an IT Service Desk or Helpdesk environment  
  • Experience of working in a customer services environment  
  • Experience of working within a team environment | • Experience of using:  
  o Accounts package (e.g. Agresso)  
  o Other business systems or applications  
  o Incident Management procedures  
  o Request Fulfilment procedures  
• Work experience within a large Education establishment |
| **Other** | • Excellent telephone manner  
• Excellent verbal and written communications skills (including an ability to communicate with people at all levels within an organisation)  
• An ability to gain new technical skills quickly in a rapidly changing discipline  
• Committed team member  
• Flexible approach to duties  
• Positive approach to customer service  
• Ability to work under pressure  
• Good organisational skills  
• Broad interest in IT technologies | |
Scope of the Role

The IT Service Desk provides a central point of contact for all users within the university community (including applicants, students, staff and tenants) and is responsible for Incident Management and Request Fulfilment.

It is the face of Information Services and plays a vital role in establishing and maintaining its excellent reputation for customer service. It ensures that Information Services responds effectively and efficiently when interacting with users.

The team owns every request for help until it is resolved. The team resolves as many issues as it can directly but also draws in expertise from other teams as necessary. It is thus empowered to set priorities and drive the rest of Information Services to achieve a successful outcome for every user.

The team focuses on constant service improvement. A key challenge is to increase the percentage of calls fixed at first contact with Information Services by enabling the IT Service Desk to take on an increasing range of activities from 2nd and 3rd line support teams

The team is expert on:
- Use of the Service Management software (currently Supportworks)
- What matters to users
- IT account creation and management
- The variety and patterns of demands that users bring to Information Services
- Identifying the problems which are causing repeated calls
- Knowing what expertise is available in other teams and how to get the best response from them.

The team has a broad understanding of all IT services and the standard requests that users may make. All members in the Service Desk are experts in particular areas and this knowledge is shared within the team.

The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.