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| Job title | Senior Service Desk Analyst | Job family and level | Administrative, Professional and Managerial Level 3 |
| School/ Department | Digital & Technology Services | Location | Kings Meadow Campus |

Purpose of role

This post forms part of the IT Service Desk Team which provides a central point of contact for all users within the University community (including applicants, students, staff and tenants) and is responsible for IT related Incident Management and Request Fulfilment. Customer demand is received via telephone and the self-service portal. In addition, the team plays a key role in information gathering and dissemination during major service disruptions.

The IT Service Desk is the face of Digital and Technology Services (DTS) and plays a vital role in establishing and maintaining its excellent reputation for customer service. It ensures that DTS responds effectively and efficiently when interacting with users.

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

The team focuses on continual service improvement. A key challenge is to increase the percentage of calls fixed at first contact with DTS 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 IT Service Management software (currently Ivanti Service Manager)
- What matters to users
- IT account lifecycle management
- The variety and patterns of demands that users bring to DTS
- Identifying issues that cause repeated calls
- Knowing what expertise is available in other teams and how engage with them

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

Working as a member of the IT Service Desk Team, you are a technically proficient and keen individual who thrives in a busy and fast paced environment. You are a team player, a fast learner and have the best interests of the customer at heart.

| | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | % time per year |
|---|---|------------------------|
| 1 | <p>Deliver quality customer focused technical support Providing timely support for all IT related issues and queries submitted by the university community via telephone and self-service, including:</p> <ul style="list-style-type: none"> ▪ Advice and support relating to: <ul style="list-style-type: none"> ○ University supported software ○ The University's business systems and applications ○ The University's e-mail/messaging systems ○ Stages of online registration and account management ○ Microsoft Office products (including Office365) ○ Microsoft and Apple operating systems ○ Connectivity to the University's wired and wireless networks ▪ Assisting with remote software installation and configuration ▪ Liaising with customers/users relating to issues or requests raised ▪ 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 customer/user. | 75% |
| 2 | <p>Data collection and communication Assisting all members of the university community in the event of a major service disruption and in accordance with the DTS Incident and Problem Management procedures, including:</p> <ul style="list-style-type: none"> ▪ Ensuring that the correct members of staff/Teams are informed ▪ Gathering information related to the incident ▪ Collating a list of users experiencing the problems and related symptoms ▪ Monitoring progress of actions taken to resolve the issue (including timescales) ▪ Informing users of progress and when the incident has been resolved | 5% |
| 3 | <p>Cross-team support Whilst maintaining call ticket ownership, liaising with 2nd and 3rd line support teams regarding issues that cannot be resolved by the IT Service Desk, including:</p> <ul style="list-style-type: none"> ▪ Deciding when to involve other support teams ▪ Assisting with problem solving and information gathering ▪ Monitoring and recording solutions for future reference ▪ Liaising with users on progress of the request or incident | 5% |
| 4 | <p>Quality data logging Recording all IT Service Desk calls using the appropriate service management software, including:</p> <ul style="list-style-type: none"> ▪ Identifying the symptoms ▪ Profiling the call ▪ Accurately recording the information and updating it as appropriate ▪ Following up on 'open' calls <p>Assessing when a call can be classified as 'resolved'</p> | 7% |

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| 5 | <p>Knowledge and documentation Documenting solutions to most frequently raised issues for inclusion in a preferred knowledgebase and/or circulation amongst DTS staff, including:</p> <ul style="list-style-type: none"> ▪ Ensuring that information is correct, easily understandable and kept up to date ▪ Ensure currency of knowledge and skills by tracking relevant developments through meetings, reading documentation and contact with colleagues <p>Acting as Subject Matter Expert for a particular area/application <i>and advising other members of IT Service Desk staff in the use of these applications</i></p> | 5% |
| 6 | <p>Other duties In support of ongoing and wider DTS service delivery programmes, provide expert advice and guidance, and represent the work of the IT Service Desk to Project and service support teams, including:</p> <ul style="list-style-type: none"> ▪ Participate in University projects, advise on operational impact of initiatives and provide expert guidance from a Service Desk and customer perspective ▪ Supporting the operations of the Smart Bar service ensuring consistent and quality messaging <p>Any other duties appropriate to the grade and role of the person appointed</p> | 3% |

Person specification

| | Essential | Desirable |
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| Skills | <ul style="list-style-type: none"> ▪ Extensive troubleshooting skills in: <ul style="list-style-type: none"> ○ Microsoft Office products ○ Windows operating systems ○ Email/messaging systems ○ Internet access/configuration ▪ Ability to work in a team, to deadlines and under pressure. Work effectively with minimal support ▪ Excellent analysis/problem-solving skills ▪ Strong ability to communicate and explain complex issues in clear, concise, persuasive language verbally/in writing ▪ Excellent ability to work individually and collaborate on complex problem solving challenges ▪ Customer Service skills | <ul style="list-style-type: none"> ▪ Knowledge of Linux and Apple based desktop solutions ▪ Knowledge of smartphone operating systems and configurations |
| Knowledge and experience | <ul style="list-style-type: none"> ▪ Substantial experience of supporting the following products whilst in a technical role: <ul style="list-style-type: none"> ○ Microsoft Office products (inc. Teams) ○ Other PC based applications ○ E-mail/messaging systems ○ Virus/Malware detecting software ○ Mixed platform environment ▪ Proven track record in an IT Service Desk or Helpdesk environment ▪ Experience of working within a team environment ▪ Experience of working within a customer service environment ▪ Experience of using IT Service Management tools and applications in an ITIL environment ▪ Experience using IT admin solutions | <ul style="list-style-type: none"> ▪ Working knowledge of: <ul style="list-style-type: none"> ○ Azure AD/Office 365 environment ○ Accounts packages (e.g. Business World) ○ Network monitoring tools ○ Mobile operating systems ○ PC hardware knowledge ▪ Formal practical training in a relevant discipline involving fault diagnosis ▪ Experience of working within the HE context and environment |
| Qualifications, certification and training (relevant to role) | <ul style="list-style-type: none"> ▪ Educated to HND or degree level, or with equivalent relevant experience ▪ Knowledge of the principles of ITIL or have worked in an environment where ITIL has been adopted | <ul style="list-style-type: none"> ▪ ITIL certification ▪ SDI training/certification ▪ Customer Service certification ▪ Additional certification or recognised assessment in a relevant field |



Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

