

**JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Job Title:</b> IT Support Analyst	<b>Accountable to:</b> IT Support Manager	
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35 HPW / 1 FTE	<b>Weeks per year:</b> 52
<b>Salary:</b> £28,274.00 - £34,515.00	<b>Grade:</b> 3	
<b>Service:</b> IT Services, Service Management Division	<b>Location:</b> Based at one Primary UAL Site, plus travelling to other sites.	

**Purpose of role:**

To provide a broad range of IT support to end users within the University, both remotely and at the desk-side. Deliver a high quality service to ensure customer satisfaction and service level standards are met successfully.

**Main Duties and Responsibilities:**

- To provide assistance to users in a professional manner, following agreed procedures for incidents, service requests and standard changes within agreed service level tolerances, remotely and via on-site visits.
- To configure, test, support and maintain a varied range of hardware including desktops, laptops, printers and tablet computers.
- To configure, test, deploy and troubleshoot a varied range of software applications from standard business applications to more specialist software used in the creative industry.
- To liaise with third party suppliers/providers such as hardware and software vendors for incident management, problem management and request fulfilment tasks.
- To document all faults and resolutions, accurately and systematically to meet standards and ensure that all user problems are escalated appropriately and users are informed on progress.
- To identify operational problems and contribute to their resolution.
- To contribute to the creation of articles and on-going maintenance of the knowledge management system.
- To contribute to the decision making of the team, collaborating with team members to share ideas and expertise and to provide guidance and advice to less experienced colleagues.
- To contribute to the development of standards, processes and procedures for the Service Management division.
- To assist on mini-projects that arise out of the requirements from any IT Services sponsoring team. Work includes testing, configuration, reporting and release of IT desktop changes across the University.
- To maintain familiarity with, and uses international standards for software asset management.
- To report details of all hardware/software items that have been installed/removed so that configuration management records are complete and up to date.
- To accept data, media, consumables and other items required for the processing of work and take responsibility for the movement, storage and dispatch of such items as are required, and for other routine functions associated with data management.
- To ensure a consistent level of service is provided at all sites including working at locations across the University

**In addition the post holder will be expected to:**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To make full use of all information and communication technologies in adherence to data protection act to meet the requirements of the role and to promote organisational effectiveness
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities and Diversity Policy and the Staff Charter, promoting equality and diversity in your work
- To undertake continuous personal and professional development, through the effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

**Key Working Relationships**

- Customers in other business areas
- Peer group and management team across IT Support Services
- Other teams in the Service Management Division
- Other teams in Strategy & Architecture Division
- Project teams coming from Business Change initiatives
- Vendors / 3<sup>rd</sup> parties

**Specific Management Responsibilities**

Budgets: None

Staff: None

Other: None

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**Grade: 3**

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge/ Qualifications	Professional IT qualification or technical degree or relevant experience
Relevant Experience	<p>Demonstrable record of extensive and successful experience in the knowledge and skills listed below:</p> <ul style="list-style-type: none"><li>• PC and Mac hardware maintenance and fault-finding on desktops, laptops and printers.</li><li>• Deploying, configuring and managing Mac OSX</li><li>• Deploying, configuring and managing Windows 7 and Windows 8</li><li>• Networking technologies both wired and wireless including desktop troubleshooting</li><li>• Supporting Active Directory Users and Computers</li><li>• Configuring and Troubleshooting mobile devices (mainly Apple iOS)</li><li>• Supporting MS Office including Outlook mail client.</li><li>• Helpdesk / Service Desk call logging / Service Management software.</li><li>• Practical experience of developing and maintaining technical and procedural documents</li></ul> <p>You will have demonstrable experience of working in an IT support role</p>
Communication Skills	<p>Communicates effectively orally, in writing and/or using visual media.</p> <p>Ability to communicate with people at all levels including the ability to communicate complex technical information to customers with varied levels of technical knowledge.</p>

Research, Teaching and Learning	Ability to provide basic and introductory information to colleagues that are new to the department e.g. As part of a staff induction programme.
Planning and Managing resources	Plans, prioritises and organises work to achieve objectives on time and the ability to work with minimal supervision.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve problems.

**Last updated: October 2015**