

JOB DESCRIPTION	
Job title: IT Service Desk Analyst	Accountable to: Service Desk Manager
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £30,777 - £37,468 per annum	Grade: 3
Service: IT Services	Location: Elephant and Castle
<p>What is the Service Desk?</p> <p>The Service Desk is the first contact for IT support for staff and students for the University, taking around 35,000 phones calls each year. Providing 1st line support with service level targets of 80% for first contact closure and 70% for first level resolution.</p>	
<p>What is the purpose of the role?</p> <p>To provide a timely and accurate response to IT service request fulfilment and incident handling, delivering a high-quality service (to both staff and students) with a high 'first contact resolution' rate in line with the overall aims and objectives of IT Services.</p> <p>The IT Service Desk is the most visible service provided by IT Services, and most of the user perception of the IT Department is through their interaction with the Service Desk. Hence, a principal purpose of the role is to provide a high level of professional Customer Service at all times.</p> <p>Performs root cause analysis and develops checklists for typical problems. Recommends procedures and controls for problem prevention. Maintains knowledge database and call tracking/service management database to enhance quality of problem resolutions. Works in a team setting, sharing information and assisting others with calls.</p>	
<p>Duties and Responsibilities</p> <p>Request Fulfilment/Incident Handling</p> <ul style="list-style-type: none"> • Be the first point of contact to the user community for IT Services providing a consistently professional service to all users. • Receive, and log service requests and incidents, by all methods in use, by the Service Desk. • Ensure that requests are logged with full qualification using targeted questioning or information gathering to ensure the most efficient fix time and best service. • To aid users in a professional manner, following agreed procedures for service requests, incident handling and standard changes within agreed service level targets: <ul style="list-style-type: none"> ○ Aim to resolve 80% of Service Requests on first contact. ○ Contribute to first level resolution of all requests at the Service Desk (70%) • When escalation is required, ensure that service requests and incidents are routed to team lead or the appropriate technical support team. • To document all responses to service requests and incidents accurately and systematically to meet standards and ensure that all user requests are escalated appropriately, and users are continually informed of progress. • To identify operational issues impacting multiple users and contribute to their identification, documentation and appropriate escalation. • Remotely support key University events e.g. clearance, enrolment etc. • Establish and maintain familiarity with in-house IT systems and related infrastructure. 	

- Provides advanced O365 support to junior members of the team.

Communication & Knowledge Management

- Communicate courteously and effectively with non-IT staff and IT specialists alike to ensure effective customer and service level standards are met.
- Proactively share knowledge and information with team members to support the delivery of a high-quality service
- Liaise with IT Services team members to keep up to date with knowledge about the use of defined tools, templates, and standards.
- Proactively learn about new systems / applications / devices being brought into operation to provide the service desk role function
- To contribute to the development and on-going maintenance of the knowledge management system.

Service Improvement

- Assist in the development of the service desk application, identifying and suggesting areas for improvement and development.
- Identify and suggest how the Service Desk can develop its effectiveness e.g. widening the scope of the service requests the Service Desk deals with.
- 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 support team colleagues

Knowledge Management

- To document all known errors and solutions to build an effective knowledge base database.
- To keep the knowledge base up to date as new services go live and are retired.
- Prepares and maintains operational documentation for relevant system software products.
- Review document created by junior members of the team.
- Share knowledge through team meetings.
- Provide support for the junior members of the team.

General

- Assume other reasonable duties consistent with your role, as determined by the Service Desk manager, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance to the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto.

Key Working Relationships

- Head of IT Customer Services
- IT Service Desk Manager

- IT Service Desk Leads
- Service Desk Team
- Field Service Teams
- All Customers/Business Units
- All teams within IT Services
- Other University support teams

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment): None

Last updated: 10/12/2019

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"> • PC and Mac hardware maintenance and fault-finding on desktops, laptops, and printers. • Deploying, configuring, and managing Mac OSX. • Deploying, configuring, and managing Windows. • Networking technologies both wired and wireless including desktop troubleshooting. • Supporting Active Directory Users and Computers. • Configuring and troubleshooting mobile devices (mainly Apple iOS) • Supporting MS Office including Outlook mail client. • Helpdesk / Service Desk call logging / Service Management software. • Practical experience of developing and maintaining technical and procedural documents. <p>You will have demonstrable experience of working in an IT support role.</p>
Communication Skills	<ul style="list-style-type: none"> • Communicates effectively orally, in writing and/ or using visual media. • Ability to communicate with people at all levels including the ability to communicate complex technical information to customers with varied levels of technical knowledge.
Leadership and Management	<ul style="list-style-type: none"> • Experience of providing coaching to colleagues
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	<ul style="list-style-type: none"> • Plans, prioritises, and organises work to achieve objectives on time and the ability to work with minimal supervision.
Teamwork	<ul style="list-style-type: none"> • Works collaboratively in a team and where appropriate across or with different professional groups.
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve problems.

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses to the questions asked.

Last updated: 09/11/2021