

JOB DESCRIPTION	
Job title: IT Support Analyst	Accountable to: IT Support Manager
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £30,777.00 - £37,468.00	Grade: 3
Service: University IT Services	Location: Based at one Primary UAL Site, plus travelling to other sites.
<p>Who are University IT Services?</p> <p>University IT Services provides the IT network, infrastructure and support for UAL. This includes computers and mobile devices, and applications to support the work of staff and students. In addition the department delivers a large portfolio of business change programmes and projects on behalf of UAL.</p>	
<p>Who are IT Support Services (ITSS)?</p> <p>The ITSS Team provide 2nd line Desktop support services both remotely and in person to Staff and Student facing computers across UAL Campuses.</p>	
<p>What is the purpose of the role?</p> <p>To provide a broad range of IT support to end users within the University, both remotely and at the desk-side.</p> <p>To deliver a high quality service to ensure customer satisfaction and service level standards are met successfully.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • 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. • Work in collaborative partnership with stakeholders. • 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

Objectives over the next 2-3 years

- To contribute to the IT Services Strategy where appropriate
- To build inter-team relationships and help breakdown role silos
- To attend functional training, and attain appropriate qualifications where offered

General

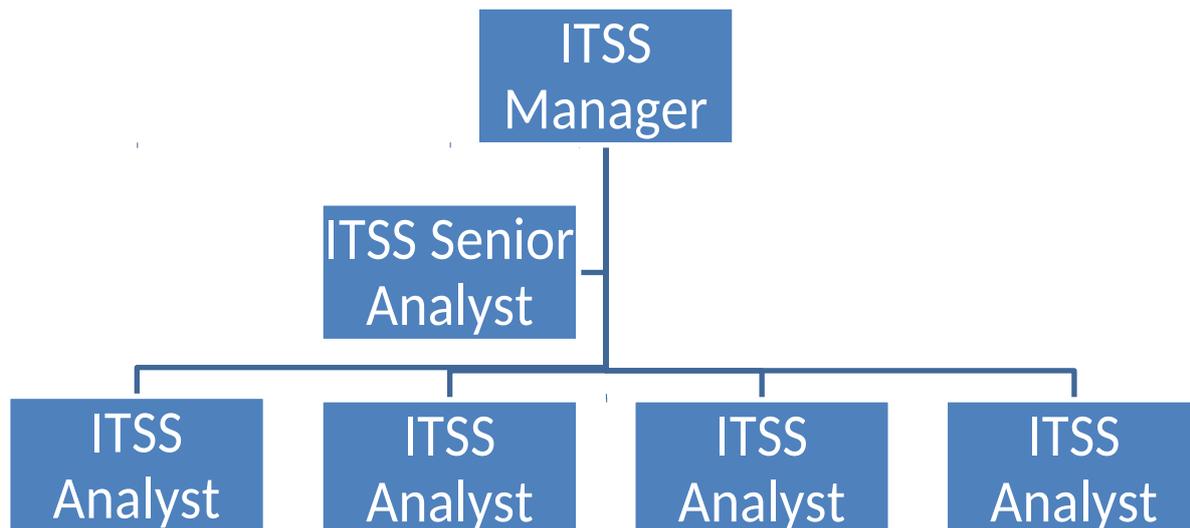
- Assume other reasonable duties consistent with your role, as determined by your Line Manager, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities 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 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 (2016 – 2022)

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 / 3rd parties

Specific Management Responsibilities

Budgets: None
Staff: None
Other: Responsible for issued Technical equipment (laptop / mobile phone etc)



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 Devices • 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 • You should have demonstrable experience of working in an IT support role

	<ul style="list-style-type: none"> • Awareness of ITIL • Ability to communicate with people at all levels including the ability to communicate complex technical information to customers with varied levels of technical knowledge. • Ability to provide basic and introductory information to colleagues that are new to the department e.g. As part of a staff induction programme. • Ability to work with minimal supervision. • Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve problems.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Professional Practice	Contributes to advancing professional practice/ research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

The application form sets out a number of competence questions related to these selection criteria. **Shortlisting will be based on your responses to these questions**

Last updated: Jan 2023