ual:

JOB DESCRIPTION

Job title: Senior Service Desk Analyst	**Accountable to**: Service Desk Manager
Contract length: Permanent	**Hours per week**: 35 **Weeks per year**: 52
Salary: £34,943 - £42,914 per annum	**Grade**: 4
Service: University IT Services	**Location**: Elephant & Castle

Who are University IT Services?

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.

What is the Service Desk?

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.

What is the purpose of the role?

To act as a senior resource for the Service Desk Team and to provide a broad range of IT support to end users within the University, via telephone, electronic communication and remotely. Working closing with the Senior IT Support Analysts and the Technical Teams and Digital Learning Team to deliver a high-quality service. The post holder will help to ensure customer satisfaction and that service level standards are met successfully. The post will work in partnership with The Digital Learning Support Team to ensure an effective service is provided across both team.

Duties and Responsibilities

Request Fulfilment/Incident Handling

- 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 provide assistance to users in a professional manner, following agreed procedures for service requests, incident handling and standard changes within agreed service level targets:
  - a. Aim to resolve 80% of Service Requests on first contact.
  - b. 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 members of the team.
- Take part in the new staff welcome event.

Senior Service Analyst Specific Task's

- To provide advanced technical incident support for the Service Desk team and develop close links with the Technical Teams
- To Develop close links with the Digital Learning Team and work with the team to improve workflows and ticket and queue management.
- Develop an understanding of University Online Teaching platforms. This will include monitoring of issues and ensuring that knowledge is shared with the Service Desk Analysts.
- Support the Digital Learning Team with the process of acceptance into service of any new teaching platforms, systems or functionality.
- Teach new functions/ systems to other Service Desk analysts and be their point of assistance to ensure the maximum number of calls are dealt with on the Service Desk without being escalated.
- Be first point of escalation/notification for major issues
- Monitor call patterns looking for any possible major or widespread issues. This will include monitoring the queue for the Digital Learning Team.
- Diagnose faults and service requests referring to technical team members where necessary in order to resolve problems.
- Act as incident manager for major or widespread issues, being the single point of contact on the Service Desk for second and third line teams.
- Ensure appropriate updates are passed to support teams to assist with resolution. Coordinate the gathering and dissemination of relevant information.
- Monitor the quality of the information logged in calls, and the questioning undertaken to qualify the info.
- Mentor analysts and ensure quality of service

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 members of the team.
- Share knowledge through team meetings.

General

- Perform such duties consistent with your role as may from time to time 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 Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work.
- Personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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 with the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

- IT Service Desk Manager
- Service Desk Team
- ITSS teams
- Web Service Manager and Team
- Digital Learning Team
- Systems / Server Manager and Team Managers
- Other University support teams

Specific Management Responsibilities

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

Last updated: 23/04/2021

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Professional IT qualification or technical degree or relevant experience
Relevant Experience	Demonstrable record of extensive and successful experience in the knowledge and skills listed below: • PC and Mac hardware maintenance and fault-finding on desktops, laptops, and printers. • Supporting Moodle users • Experience of other online teaching i.e., Blackboard Collaborate, Padlet and Panopto. • Supporting Active Directory Users and Computers • Configuring and Troubleshooting mobile devices (mainly Apple iOS)Helpdesk / Service Desk call logging / Service Management software. • Practical experience of developing and maintaining technical and procedural documents • Ability to communicate with people at all levels including the ability to communicate complex technical information to customers with varied levels of technical knowledge. • Experience of providing coaching to colleagues • Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve problems. • Ability to work with minimal supervision. You will have demonstrable experience of working in an IT support role
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
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

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.

[*OPTIONAL ALTERNATIVE, for discussion with HR: 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.*]

[*Psychometric testing must be included here if relevant*]

Last updated: 23/04/2021