

| JOB DESCRIPTION | |
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| Job title: Senior IT Support Analyst | Accountable to: IT Support Manager |
| Contract length: Permanent | Hours per week: 35 Weeks per year: 52 |
| Salary: £34,943 to £42,914 per annum | Grade: 4 |
| Service: IT Services, Service Management Division | Location: Based at one Primary UAL Site, plus travelling to other sites |
| <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 act as a lead for the IT Support Services team and to provide a broad range of IT support to end users within the University, both remotely and at the desk-side.</p> <p>To work closely with the Lead Helpdesk Analysts and Strategy and Architecture teams to deliver a high quality service to ensure customer satisfaction and that service level standards are met successfully.</p> | |
| <p>Duties and Responsibilities</p> <ul style="list-style-type: none"> • To provide 3rd line support for the IT Support Service team members and develop close links with Strategy and Architecture. • Work in a collaborative partnerships • To act as problem manager for major or widespread issues, being the single point of contact in IT Support Services for the helpdesk • To supervise and give instruction to less experienced colleagues in all aspects of current and correct operational practice • To lead on the development and on-going maintenance of the knowledge management system • To lead and supervise on mini-projects that arises out of the requirements from any IT@Arts sponsoring team. Work includes testing, configuration, reporting and release of IT desktop changes across the University • 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 software and equipment and tests platform specific versions of software products before release into service • To conduct tests of hardware and/or software using supplied test procedures and diagnostic tools • To report the outcome of testing and identifies potential improvements to the process and to the software products according to agreed designs and standards • To deploy and troubleshoot a varied range of software applications from standard business applications to more specialist software used in the creative industry • To support and maintain a varied range of hardware including desktops, laptops, printers and tablet computers | |

- 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, checking that they are managed in accordance with agreed standards and procedures
- To gather and record service level information. Producing statistics for use in measuring key performance indicators (KPIs)
- To contribute to the development of standards, processes and procedures for the Service Management division
- To contribute to the decision making of the team, collaborating with team members to share ideas and expertise and to provide specialist guidance and advice to less experienced colleagues

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 qualifications where offered

Other Conditions

- To be the first point of escalation for IT Support Analysts
- To meet and work with other Senior IT Support Analysts to ensure consistency across individual sites and colleges
- To control hardware/software assets, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out
- To report details of all hardware/software items that have been installed and removed, ensuring that all change management and configuration management procedures are followed, and taking responsibility for maintenance and reconciliation of equipment and user databases
- To ensure a consistent level of service is provided at all sites including working at different locations across the University if required
- 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

General

- Assume 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.
- 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

Specific Management Responsibilities

Budgets: None
Staff: Initial point of technical escalation for IT Support Analysts
Other: Responsible for issued Technical equipment (laptop / mobile phone etc)

Last updated: April 2020

PERSON SPECIFICATION

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| Specialist Knowledge/Qualifications | <ul style="list-style-type: none"> • Educated to bachelor degree level or holds a relevant professional qualification • CompTIA A+ qualification • Microsoft Certified IT Professional qualification |
| Relevant Experience | <ul style="list-style-type: none"> • Demonstrable record of extensive and successful experience in the knowledge and skills in the areas listed below • PC and Mac hardware maintenance and fault-finding on desktops, laptops and printers • Supporting Active Directory (AD). • Supporting virtualisation / application streaming technologies. • Configuring and troubleshooting mobile devices • ITIL Service Operation, in particular Incident, Problem and Change Management. • ITIL Service Validation and Testing • ITIL Service Asset and Configuration Management • Deploying, configuring and managing Mac OSX • Deploying, configuring and managing Windows 10 • Supporting MS Office including the Outlook mail client • Networking technologies both wired and wireless including troubleshooting problems • Helpdesk call logging / Service Management software • Practical experience in producing technical and procedural documentation • Demonstrable experience of working in an IT support role and is able to work independently, applying this and sharing knowledge with others. • Good understanding of current and emerging technologies and standards for IT support • Commits to own development through effective use of the University's appraisal scheme and staff development process. |
| Communication Skills | <ul style="list-style-type: none"> • Ability to understand and explain technical/specialist terms commonly in use in own area of work, conveying information of a complex, |

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| | <p>conceptual and specialist nature adapting communication and media to suit the audience.</p> <ul style="list-style-type: none"> • Ability to ensure that accurate information is passed onto the most appropriate people in a timely fashion to improve working practices. • Experience of participating in an internal or external network to pursue a shared interest. • Ability to maintain up to date knowledge of services available in own and related areas of work, adapting services and systems to meet customers' needs and identify ways of improving standards. |
| Leadership and Management | <ul style="list-style-type: none"> • Proven ability as an operational task leader, assessing and ensuring appropriate resources and support are available to enable the team and individual members to achieve their roles. • Experience of producing and providing induction/training material to help both new colleagues learn their job, aiding a speedy integration into the team and existing colleagues to improve performance and efficiency. • Ability to meet Service Level Agreements by collating feedback and views from customers and keeping up to date with market trends and service developments. |
| Professional Practice | Contributes to advancing professional practice/research or scholarly activity in own area of specialism |
| Planning and Managing Resources | Proven ability in creating realistic plans to help effectively manage own workload and prioritisation of work to meet deadlines and achieve personal and team objectives. |
| Teamwork | 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"> • Experience of carrying out routines that require mastery of a range of skills or physical techniques, which require considerable concentration • Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve problems. |

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| | <ul style="list-style-type: none">• Ability to analyse problems to identify their cause, considering all possible solutions to identify those which offer wider benefits.• Ability to establish basic facts by carrying out appropriate enquiries, identifying and using a range of sources and types of data to produce full and accurate reports and or accounts of situations. |
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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: April 2020