

## JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b> IT Service Desk Analyst Apprentice		<b>Accountable to:</b> IT Service Desk Manager
<b>Contract Length:</b> Fixed Term – 14 months	<b>Hours per week/FTE:</b> 35	<b>Weeks per year:</b> 52
<b>Salary:</b> £18,571 per annum	<b>Grade:</b> Appt 1	
<b>College/Service:</b> IT Services	<b>Location:</b> LCC	

### Purpose of Role:

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.

The IT Service Desk is the most visible service provided by IT Services, and the majority of 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.

### 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:
  - Aim to resolve 80% of Service Requests on first contact.
  - Contribute to first level resolution of all requests at the Service Desk (65%)
- When escalation is required, ensure that service requests and incidents are routed to Tier 2 Service Desk Analysts, Team Leads 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.

### **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

### **Additional Requirements**

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
- To undertake health and safety duties and responsibilities appropriate to the role
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
- To 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
- To 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
- 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:** Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Head of IT Customer Services
- IT Service Desk Manager
- IT Service Desk Leads
- Service Desk Team
- IT Support Services 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):

Signed \_\_\_\_\_ Date of last review \_\_\_\_  
(Recruiting Manager)

**Job Title: IT Service Desk Analyst Apprentice    Grade:    APPT**

**Person Specification**

<b>Specialist Knowledge/ Qualifications</b>	<ul style="list-style-type: none"><li>• Has a good standard of education at least 2 'A' Levels (or equivalent)</li><li>• Knowledge of the following:<ul style="list-style-type: none"><li>• MS Office</li><li>• Email Tools</li><li>• Web/Internet Technologies</li><li>• File Management</li><li>• Service Management Tool</li></ul></li></ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"><li>• Experience of working in a Customer Service Environment</li></ul>
<b>Communication Skills</b>	<ul style="list-style-type: none"><li>• Communicates effectively orally, clearly and concisely in writing. Is able to understand and explain technical terms commonly in use in their area of work.</li></ul>
<b>Support in Staff in Teaching and Learning</b>	<ul style="list-style-type: none"><li>• Customer focussed and provides basic and introductory service information and outlining procedures clearly, checking levels of understanding and levels of customer satisfaction.</li></ul>
<b>Planning and Managing Resources</b>	<ul style="list-style-type: none"><li>• Plans, prioritises and organises work to achieve objectives on time.</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• Works collaboratively in a team or with different professional groups.</li></ul>
<b>Student Experience or Customer Service</b>	<ul style="list-style-type: none"><li>• Customer focused with a clear understanding of the needs of the customer and the objectives of the organisation by ensuring that accurate information is passed onto the most appropriate people in a timely fashion.</li></ul>
<b>Creativity, Innovation and Problem Solving</b>	<ul style="list-style-type: none"><li>• Uses initiative or creativity to resolve day-to-day-problems</li></ul>