**Service Desk Analyst**

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Description automatically generated with medium confidence

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| School/Department: | Information & Digital Services |
| Grade: | 5 |
| Reports to: | Service Desk Manager |
| Responsible for: | n/a |
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Job Summary and Purpose:

Within the Information & Digital Services department, the primary purpose of the Service Desk Analysts role is to provide a single point of contact via the Service Desk for all level 1 requests, incidents, and queries, meeting agreed SLAs and service standards. Ensuring that students and staff receive an excellence service experience, pushing boundaries to achieve greater levels of student and staff satisfaction.

As the Service Desk Analyst, you will work within a wider team who will be the first point of contact for all IT / Digital related incidents, requests and queries, providing support to students and staff via Phone, Email, Live Chat and Walk-ins. This will be delivered in collaboration with a second line campus support team who will focus on escalated deskside and teaching space support.

The role will work in collaboration with other staff, teams and functions to drive forward a student centric support desk, providing both technical assistance whilst working to champion best practice, Information & Cyber security and providing robust documentation in the form of knowledge management articles. The role will also be responsible for identifying potential problems for further investigation and escalating these as required. The role will work collaboratively with stakeholders across the University and its partners, to ensure that digital systems and services meet and exceed the needs of our students and staff.

Service management and customer service skills with the ability to take a student centric approach are essential to succeeding in this role. This role will need to carefully balance competing demands for support and service requests, ensuring that demand is prioritised and the student experience is maintained to a high standard. This will require a strong ability to work under pressure whilst, remaining calm and professional to deliver high standards of service.

**01 MAIN DUTIES**

This professional role will encompass all of the following, but the balance of duties and responsibilities will be determined in agreement with your line manager and the principles of the stated job purpose.

* 1. General Duties
     1. Provide a high quality, robust, resilient, responsive, and secure University wide Digital Service Desk service, providing customer focused support, guidance and technical solutions to ensure delivery of services to students and staff.
     2. Provide a single point of contact via the Service Desk for all level 1 requests, incidents, and queries, meeting agreed SLAs and service standards targets as defined by the Information & Digital Services Department
     3. Provide first level technical assistance and support in person, over the phone, electronically and remotely, supporting a wide range of desktop, laptop, mobile, printing, media, and telephony technologies as well as standard software applications and digital services across the breadth of the University technology estate.
     4. Take personal ownership of providing excellent customer service, pushing boundaries to achieve greater levels of customer satisfaction with set procedures and guidelines. Monitor and manage the identification, classification, assignment and resolution of incidents and requests. Owning these for prompt settlement on the service desk, or through escalation to relevant 2nd, 3rd line or external supplier support teams, continuing to monitor and keep users informed throughout the life cycle of the request to closure.
     5. Champion best practice, ITIL and other relevant frameworks, within the wider University setting, ensuring documentation, processes and other elements are followed to ensure optimal benefit to the University, driving a service-oriented culture.
     6. Working in collaboration within the wider Service Desk Team, manage and administrate the University’s Digital Service Status platform, ensuring that regular updates are posted, and user are kept informed or any service outages.
     7. Adhere to the escalation process for individual incidents and service requests, if required, to provide a seamless customer experience working closely with level 2 & 3 support teams in the event of a major incident or significant outage
     8. Under the direction of the Service Desk Manager, perform asset and configuration management to all of hardware assets, ensuring that inventories are kept up to date to accurately reflect the state of the hardware.
     9. To support the Service Desk Manager by providing account management and administration to both students, staff, contractors, and partners, ensuring that accounts are created, updated, and removed from Active Directory as required.
     10. Contribute to the creation of a comprehensive set of knowledge bases, user guides and documentation ensuring they are maintained and readily available to create a proactive Service Desk provision
     11. Working in collaboration within the wider Service Desk Team, identify potential problems for further investigation by looking at trends within the support platform, logging these with evidence for potential level 2 investigation.
     12. Encourage the use of Self-Service to enable students and staff to receive help and support more efficiently and out of standard hours when the service desk is closed.

**02**  **DUTIES OF ALL STAFF**

2.1 To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.

2.2 Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.

2.3 Take responsibility for health and safety of yourself and others in carrying out the duties of the role.

2.4 To promote equality, diversity and inclusion in your performance of your duties.

2.5 Undertake any other work and hours of work as required to commensurate with the level and responsibility of the post.

2.6 To actively participate in learning and development to meet the requirements of your role and the University.

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| **03 Selection Matrix** | | **Essential** | **Desirable** | **Used to shortlist** |
| **Qualifications** | | | | |
| 1 | Relevant professional qualifications within the area of Service Management and Service Delivery or relevant degree in a relevant discipline. |  | 🗶 | 🗶 |
| **Knowledge & Experience** | | | | |
| 2 | Experience of providing IT help, guidance and support within Higher Education or similarly complex organizations |  | 🗶 | 🗶 |
| 3 | Demonstrable experience of delivering an excellent customer experience relating to the provision of level 1 IT help and support |  | 🗶 | 🗶 |
| 4 | Distinctive blend of technical, customer service and communication skills | 🗶 |  |  |
| 5 | The ability to manage and administrate a variety of platforms and services from Active Directory & Azure to Windows and Apple based devices across the breadth of the University. |  | 🗶 |  |
| 6 | Demonstrable experience of taking ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet University requirements | 🗶 |  | 🗶 |
| 7 | Evidence of strong interpersonal skills demonstrating the ability to present a positive image of the department through effective customer communication | 🗶 |  | 🗶 |
| **Personal Attributes and Behaviours** | | | | |
| 8 | The ability to think creatively when presented with complex incident requests | 🗶 |  |  |
| 9 | Demonstrates a logical, analytical approach to problem solving, interpreting customer requests to resolve incidents or fulfil service requests problems. | 🗶 |  |  |
| 10 | The ability to work under pressure, managing competing priorities whilst providing a professional service, maximising both productivity and service value. | 🗶 |  |  |
| 11 | Strong interpersonal skills with the ability to communicate well with at all levels to non-technical audiences. | 🗶 |  | 🗶 |
| 12 | The ability of effectively work in a team, contributing positively to team operations and working relationships | 🗶 |  |  |
| 13 | Demonstrates objectivity and impartiality. Is adept at analysing and resolving problems through above-average clarity of thought, attention to detail, observation and listening skills, and persistence. | 🗶 |  |  |
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Does the role require a DBS? NO