

**Job Description**

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| Job Title: | Service Desk Analyst |
| Faculty/Professional Directorate: | Infrastructure Services Directorate |
| Subject Group/Team: | Service Desk, Customer Services |
| Reporting to: | Service Desk Team Leader |
| Duration: | Continuing |
| Job Family: | Specialist (IT) |
| Pay Band: | 5 |
| Benchmark Profile: | Specialist (IT) Band 5 |
| DBS Disclosure requirement: | Not Applicable |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

The Higher Education sector is an exciting and dynamic environment, constantly evolving to meet the needs of students and a competitive global market.

At the University of Hull, we recognise the critical role our Infrastructure Services Directorate play in attracting prospective students and enhancing the experience of our students, researchers, staff, and visitors. The Infrastructure Services Directorate consists of areas brought together from Estates & Facilities and IT Services (ITS).

Estates & Facilities support and maintain the physical fabric and grounds of the University whilst the primary focus of ITS is to support, improve and transform the way IT is utilised across the University of Hull. The combination of these two services within the wider Infrastructure Services will ensure that digital technologies and digitalisation become ubiquitous across the institution, part of the same fabric and environment providing a seamless digital experience across our whole estate.

Our mission is to support the University’s strategic vision by delivering world-class, sustainable, and well-maintained facilities and systems to support a gold standard of Teaching and Excellence.

If you’re looking to be part of a forward-thinking, ambitious team shaping the future of higher education, we’d love to hear from you!

### Specific Duties and Responsibilities of the post

The role holder will be a member of the Infrastructure Services, Service Desk team.

As a customer-facing position, the role holder will be expected to work on campus 5 days a week, with opportunities to work flexibly on an ad-hoc basis as part of specific duties assigned by their line manager.

Associated with this there will also be an expectation from the University perspective that the role holder will be available to provide support to a small number of university events that take place outside of normal business hours.

Working with the Service Desk Team Leader, Customer Service Advisors and other teams, they will deliver a high-quality, customer focussed resilient and responsive 1st and 2nd line IT, Estates and Facilities service desk function to staff, students, the University Customer Service Centre and authorised visitors. Support will be provided both in person on the University Campus and its satellite sites, by phone, and through digital communications and remote support tools.

The role holder will handle the prioritisation, classification, and resolution of multiple incidents and requests or provide escalation into 3rd line teams whilst maintaining ownership of communication and engagement with the customer through to resolution.

The role holder will assess each incoming Incident or request and use their own knowledge and skills to choose the most appropriate approach required to provide the user with timely resolution in line with agreed service levels.

The role holder will:

* Provide support to the frontline Academic Service Centre;
* Deliver excellent customer service through the provision of services that meet or exceed the expectations of staff, students and authorised visitors;
* Contribute to the continuous improvement in Service Desk effectiveness, impact and outcomes focusing on improving customer experience, perception, and satisfaction;
* Working alongside the Customer Service Advisors, contribute to the provision of the Estates Helpline, and a walk-up service desk during core hours of each working day.
* Manage incidents and service requests throughout their lifecycle.
* Produce support materials to help others learn and self-help;
* Provide early life support to new systems and services introduced by project teams;
* Support the Service Desk Team Leader and the Service Delivery Manager in the handling of major incidents;
* Occasionally represent the Service Desk or Infrastructure Services at appropriate events and meetings.

**GENERIC JOB DESCRIPTION**

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

### Overall Purpose of the Role

1. The role holder will:
2. Provide IT support to staff, students and more senior colleagues.
3. Practical working knowledge of the system/process/operating environment gained through formal instruction and/or experience.
4. Specific responsibility for a clearly defined section or sub-section of work and will use initiative within the boundaries of the role in line with University policies and procedures.
5. Use discretion to deal with non routine queries and/or issues but more complex situations will be referred to senior colleagues.
6. Plan and prioritise own work and may be required to delegate work to others within agreed objectives.

**Main Work Activities**

### Communication

1. Explains IT procedures, technical processes, equipment and software operation to students, staff and visitors.
2. Gives advice and guidance to staff and students on various IT related topics.
3. Presents information to staff and colleagues through Powerpoint presentations and/or practical demonstration.
4. Creates technical instructions and user guides.

### Teamwork

1. Provides day-to-day support to other members of staff and members of staff new to the work area.
2. Provides advice and guidance to the team pertaining to new initiatives/services and processes and procedures.

**Liaising and Networking**

1. Liaises with staff and colleagues to maintain and implement existing services.
2. Contacts external organisations.

### Service Delivery

1. Provides IT, computing and network and AV support to staff and students.
2. Install, configure, maintain and support applications and systems software and associated peripheral equipment.

### Planning and Organisation

1. Plans and prioritises own work in order to meet deadlines.
2. Checks and monitors equipment is in good working order and produce schedules to manage this.

### Analysis/Reporting

1. Fault diagnosis, test and maintain equipment
2. Keep up to date with latest developments/software/equipment
3. Analyses data, for example:
   * Event logs
   * Network traffic logs

### Teaching and Learning Support

* May be required to instruct students and staff on the use or configuration of a range of software and IT/AV equipment.

### Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

**COMPETENCY SPECIFICATION**

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

**The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

**Competency Identified by**

**Knowledge and Experience**

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| Evidence of substantial experience in this area of work covering a broad range of IT activities with demonstrable experience in the operational use and troubleshooting of IT systems and equipment | **Application/Interview** |
| Has demonstrable experience of Service Management practises, including incident management and request fulfilment. | **Application/Interview** |
| Be a capable problem solver and able to demonstrate these skills in sensitive and high-pressure situations; | **Application/Interview** |
| Have a flexible and proactive attitude to providing support in situations where customers may need additional help. | **Application/Interview** |
| Has relevant computing or customer service qualification and/or IT Service Desk experience. | **Application** |
| Has an active approach in continuing professional development/undertaking training as appropriate for personal and professional development. | **Application** |

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| **Communication (Oral and Written)**  Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. | **Application/Interview** |
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| **Teamwork and Motivation**  Can demonstrate the ability to work effectively as part of a team. Is willing to provide cover for colleagues and acts in a supportive manner. | **Application/Interview** |
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| **Liaison and Networking**  Can demonstrate the ability to work with others outside the immediate area to ensure that accurate information is passed on promptly to the most appropriate people to improve working practices. | **Application/Interview** |
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| **Service Delivery**  Has knowledge and understanding of services available to users of this and related areas of work and ensures that the experience of each customer is positive and satisfactory. | **Application/Interview** |
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| **Planning and Organisation**  Can demonstrate the ability to create realistic plans to achieve own deadlines and objectives. Monitors progress of self and/or others and can prioritise tasks/activities effectively. Suggests ways of improving working practices and use of resources. | **Application/Interview** |
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| **Initiative and Problem Solving**  Can demonstrate the ability to use initiative to recognise problems and offer solutions. | **Application/Interview** |
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| **Analysis/Reporting**  Can demonstrate the ability to use appropriate sources of data to answer questions, gather data systematically and carry out basic analysis accurately and methodically. | **Application/Interview** |