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| **Post Details** | **Last Updated: 24/11/2022** |
| **Faculty/Administrative/Service Department** | IT Services |
| **Job Title** | IT Service Desk Analyst |
| **Job Family**  | Professional Service | **Job Level**  | 2b |
| **Responsible to** | IT Service Desk Lead |
| **Responsible for (Staff)** | No Management Responsibility |
| **Job Purpose Statement**This role provides IT support via telephone, email, Chat, online case logging system and in person using standard support procedures aligned to the ITIL good practice framework. It is a critical role in ensuring that an accurate, punctual and efficient customer service is provided to resolve a wide range of IT related incidents and service enquiries.  |
| **Key Responsibilities**  |
| 1. Receive, document, and resolve incidents and standard change requests, ensuring that at all times requests are handled correctly and the service offering is of the highest standard.
2. Accurately identify and log the severity and priority of all incidents raised, taking appropriate action to communicate and escalate suspected high severity and major incidents to IT Services management.
3. Investigate and troubleshoot complex user queries before escalating call to technical support or functional team level.
4. Help maintain a knowledge base detailing resolutions for common problems/requests, whilst also maintaining an awareness of the latest changes in standard operating procedures.
5. Identify re-occurring incidents and report them to the Senior IT Service Desk Analyst or Service Desk Lead for further action where necessary.
6. Assist with the continual development of Support procedures to improve the service offered to customers.

7. Assist in the general clerical duties of the office 8. Assist Staff and Students in the Help Desk drop-in service with IT queries including hardware and software issues.**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role** |
| **Planning and Organising** * The post holder is responsible for tracking IT support issues through the University’s Central helpdesk system and for taking action such as escalating tickets, in order to meet service standards.
* In addition to responding to requests for support received through the IT Service Desk, the post-holder will be assigned tasks and ongoing responsibilities.
* It is expected that the post holder will plan and prioritise their work activities and that they will set their own short term targets, in order to ensure that support requests are resolved within the agreed timescales.
* The post-holder will be responsible for organising their time so that they can deal with conflicting priorities and provide customer focused assistance to the User Community. They will need to demonstrate a considerable level of flexibility in order to respond to the urgent queries from customer, and due to unforeseen technical incidents.
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| **Problem Solving and Decision Making** * The role will deal with a large number of queries each week from staff members and the student community. To ensure the consistency and quality of the support delivered by the IT Service Desk, the post holder will normally work within well-established, documented processes and procedures.
* Within the scope of the role the post holder will be required to apply a good working knowledge of supported systems, processes and their operating environment. They will be presented with a wide range of user support issues from routine ‘once and done’ enquiries to more complex issues that may require escalation to another support team or 3rd party supplier. In all cases they are expected to gather and document detailed information to aid effective professional support.
* Although the majority of cases will be resolved using the IT Service Desk’s standard operating procedures and knowledgebase, some situations will require reasoned judgement to resolve within the sphere of responsibility.
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| **Continuous Improvement*** The post holder is encouraged to take a pro-active approach to their work and is expected to make suggestions for improvements in working methods and standards, implementing them under the guidance of their line manager.
* The post holder will be expected to keep professional knowledge up to date and make recommendations on the future development of IT Services’ processes and procedures.
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| **Accountability** * The post holder will operate within formally managed departmental processes, operating procedures and to an agreed quality standard.
* Errors of judgement or a failure to follow documented procedures may result in the loss of data, security breaches or impact on the ability of the University to perform critical activities.
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| **Dimensions of the role** * As an Incident ‘Manager’ (an ITIL Term for someone who drives the progress of incidents within a support service) the post holder will have oversight and coordination of Incidents logged within the IT Service Management System, ensuring that they meet agreed service levels and driving down the average age of open incident and request fulfilment cases.
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| **Supplementary Information** * The post holder is responsible for providing high levels of customer service and will promote and uphold the professional image of the department during all customer and peer group contacts and communications. This includes keeping customers informed of the progress of their open cases at appropriate stages.
* The post holder can expect to come under considerable pressure from staff and must be able to retain their confidence through effective communication and delivery of commitments.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| GCSE level (numeracy and literacy) or equivalent, plus some experience ORSeveral years vocational experience, acquired through a combination of job-related training and on-the job experience | E |
| ITIL Foundation V3 (2011) Certification or above | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Knowledge of the work practices, processes and procedures relevant to providing IT Support. | E | 1 |
| Aptitude for troubleshooting and innovative problem solving. | E | 1 |
| Good technical understanding of IT | E | 1 |
| High level of accuracy and attention to detail. | E | 1 |
| Experience of Higher Education Sector. | D | N/A |
| **Special Requirements:**  | **Essential/Desirable** |
| Will be required to work a shift pattern to cover core hours. This is a hybrid role with the expectation that this will be at least 3 to 4 days per week in the office. | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 222211n/a11n/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe University of Surrey is committed to being a leading national and international university. Our high quality teaching, learning, research and enterprise are delivered within a professional and collegiate academic community based in three Faculties; the Faculty of Arts and Social Sciences (FASS), the Faculty of Engineering and Physical Sciences (FEPS) and the Faculty of Health and Medical Sciences (FHMS). The University is supported by Professional Services functions of which IT Services (ITS) is one.ITS aspires to be a professional partner with the University to develop strategy and constantly improve the student, academic and research experience, and drive effectiveness and efficiency through the use of technology. The IT Support Analyst is an essential contributor to this aspiration and its associated high quality performance and delivery.The Vision for ITS at the University of Surrey is:*“To champion IT as a trusted partner and expert adviser, to enable the University to keep fulfilling its aim to make wonderful things happen here.**To develop a seamless, supportive, flexible and capable team of IT professionals, welcomed into a close partnership with Faculties, staff and students.**To create and foster an effective, productive and stimulating environment which harnesses IT to enhance the working lives and experience of all members of the University.”* |
| Department Structure Chart  |
| Relationships **Internal*** Working frequently with staff and students of all levels of technical expertise, resolving any IT problems, fulfilling requests for new services or resources and providing effective technical advice.

**External*** Occasionally working with established external suppliers and consultancy organisations to specify and source equipment and other resources to fulfil agreed needs.
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