

Position / Job Title:	IT User Support Analyst
Ref:	ITS244 / 0005031343
Location/Building:	University Wide
Faculty/Professional Service:	IT Services
Group/Section:	IT Service Delivery
Normal Hours per Week:	1 FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	5
Accountable to:	User Support Team Manager
Special conditions:	
(IT Services only if on the on call rota) You are required to be on-call on a pre-arranged rota basis, but no more frequently than one week in four.	

Job Purpose

To provide a high quality second line technical support and installation service for users of BU computing (Windows/Mac/Linux), telephony, network and audio visual facilities within agreed service targets, both on and off campus, ensuring technical and user documentation is up to date.

To take responsibility for Health & Safety and Data Security within the remit of this role, communicating concerns in a timely manner.

To regularly participate in resourcing the IT service desk on a rota basis and deliver against service request fulfilment to agreed SLAs.

To deliver project change in terms of new deployments as required as part of the service lifecycle.

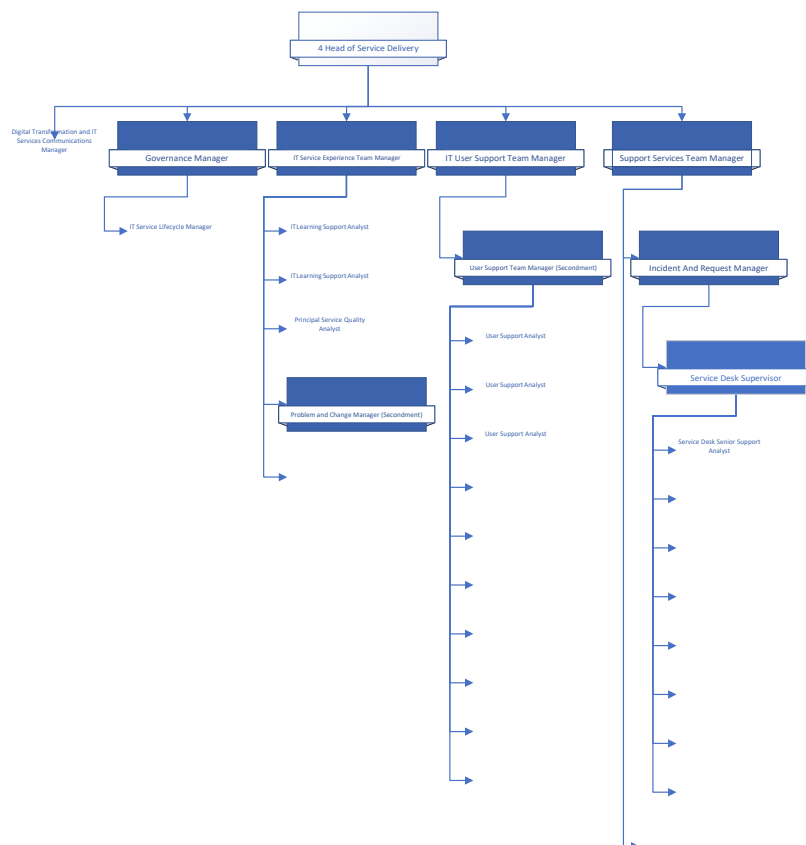
Main Responsibilities

1. Provide effective support, installation and maintenance service for user computing (hardware & software), telephony, network & audio-visual systems to defined standards and procedures both on and off site, ensuring agreed service targets are met.
2. Identify incidents which require follow up problem diagnosis and resolution and advise/escalate to Problem Manager as appropriate, providing appropriate information.
3. To provide constructive feedback to the relevant Subject Matter Expert (SME) and take an active role in the transition phase and at review points in the live service.
4. Ensure that relevant documentation is reviewed and current; and is available on the Knowledge Base to aid support and user self-service.
5. Be aware of data security at all times and pro-actively seek to resolve issues as they arise, as a priority, including the escalation and mitigation of risks to service.
6. Achieve 100% on defined service level targets for high priority support requests in lecture theatres and

presentation rooms.

7. Provide user support and training on audio visual equipment, mobile devices and connection to BU enterprise systems (Wireless/O365 etc).
8. Participate in resourcing the IT Service Desk as required and on a rota basis. Provide advice and guidance to first line support colleagues and to provide cover to this area when required. This part of the role will be in line with the Service Desk Support Analyst role.
9. Participate and contribute to IT projects and new deployments as required and in line with school and professional services' delivery plans and operational requirements.
10. Provide effective communication within IT Services and with other University groups and individuals in the process of resolving of incidents and service requests.
11. Actively engage in the relevant training programme and appraisal process.
12. Proactively identify improvements to processes and procedures to reduce manual activity and reduce lead times, including the identification of tools for adoption.
13. Maintain the stock control system ensuring it stays current.
14. Post holder will be expected to work regularly at both campuses possibly on a rota basis and also work at other locations as required including partner organisation sites.
15. Familiarise yourself with, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
16. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.
17. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community.

Organisation Chart



Dimensions

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

Contacts

Internal: Colleagues at all levels within the organisation, up to and including members of UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

Challenges

- Delivering excellent service with finite resources
- Ongoing process and service excellence review

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

June 2023



Person Specification

Position / Job Title: User Support Analyst	Position No: 0005031343
Faculty / Service: IT Services	Date: June 2024
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Relevant experience of working in and providing support for an IT Service environment	E
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	E
Understanding of IT Service provision in a medium to large organisation	E
Knowledge of end user systems hardware, applications, Operating Systems and Active Directory	E
Good understanding of audio visual signal transmission	E
Knowledge of Networking including TCP/IP networking fundamentals	E
Relevant knowledge of Health and Safety issues	E
Experience of writing user documentation	E
Knowledge of current and emerging technologies	E
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	D
Understanding of the IT Support needs of Higher Education	D
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	D
Awareness and understanding of the activities and developments within Higher Education and/or public sector	D
Skills	
Organisation skills	E
Excellent IT skills, including Microsoft Office suite and Microsoft 365	E
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	E
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	E
Strong analytical skills; ability to evaluate complex issues often with incomplete information	E
Demonstrable ability to be part of and inspire multi-skilled teams	E
Demonstrate excellent verbal and written communication skills, across all levels	E
Demonstrable ability to handle a range of activities to tight and varied timescales	E
Demonstrable ability to engage and collaborate with staff at a business and technical level	E
Attributes	
Commitment to lifelong learning	E
Team worker with ability to work unsupervised	E
Empathetic	E
Collaborative	E
Attention to detail	E
Customer-centric approach	E
Innovative	E
Positive attitude towards safeguarding	E