Job Description

Position / Job Title:	**Service Desk Support Analyst**
Ref:	**203/ 0005028991**
Location/Building:	**Studland House, Lansdowne Campus**
Faculty/Professional Service:	**IT Services**
Normal Hours per Week:	**37**
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	**4**
Accountable to:	**Service Desk Supervisor**

Job Purpose

To deliver excellent service desk services, providing a central point of contact between the end user, community and IT Services, ensuring a consistent, timely and professional response as regards incidents, service requests, advice and complaints.

To provide first line support services to the BU end user community, maximising the first point of contact resolution rate in line with agreed targets and retaining ownership of incidents through to closure.

Main Responsibilities

1. Provide the customer interface to IT Services via counter services, telephone and electronic communications. Take responsibility for the handling of incidents and service requests to proactively seek resolutions for customers; deal with problems and complaints in a professional, calm manner.

2. Provide 1st line technical support using advanced diagnostic techniques tools, system administrator rights and remote control of desktops to resolve incidents as quickly and effectively as possible and within agreed targets for first point of contact resolution.

3. Interface effectively with other members of IT services, including out of hours' service, to drive user incidents and service requests to resolution as quickly and effectively as possible.

4. Delegate incident and service requests which cannot be resolved at first point to the appropriate group, retaining ownership through to resolution.

5. Seek ways to reduce delegation to other teams, making recommendations for improvements, knowledge transfer and further tool adoption as appropriate.

6. Escalate to the appropriate manager any incidents that require reporting for further escalation.

7. Provide timely, effective and professional communications to users – keeping them informed of incident and request progress, notifying them of impending changes or agreed outages.

8. Pursue continuous service improvement culture, contribute to, maintain and update procedures and knowledge base (both internal and user facing).

9. Maintain accurate records and reporting information on the level of incidents and services requests by logging all relevant incident/service request details and allocating categorization and prioritisation codes.

10. Monitor, manage and report on power saving and other "green" initiatives, which have been deployed across the estate.

11. Manage the distribution of end user software through automated means (after ensuring licensing is in place if required) and provide staff and students with support for connecting their personal computers to the University network.

12. Once appropriate toolsets are available, perform monitoring of live services, audio-visual equipment and take proactive and pre-emptive action to resolve flagged issues and perform start of day checks, escalating where required.

13. Assist with the automation of Service Desk task to remove workload and support the movement of tasks to the service catalogue or end user self-help tools where appropriate.

14. Keep abreast of current and emerging hardware and software technologies, deployment of new tools and technologies that may impact the Service Desk and attend awareness sessions for deployment of new services that will impact end users.

15. Conduct customer/user satisfaction call-backs/surveys as agreed.

16. Maintain a personal development programme as agreed with line manager including cross-skilling in line with planned service requirements and training and support of colleagues as required.

17. 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.

18. 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.

19. 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.

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
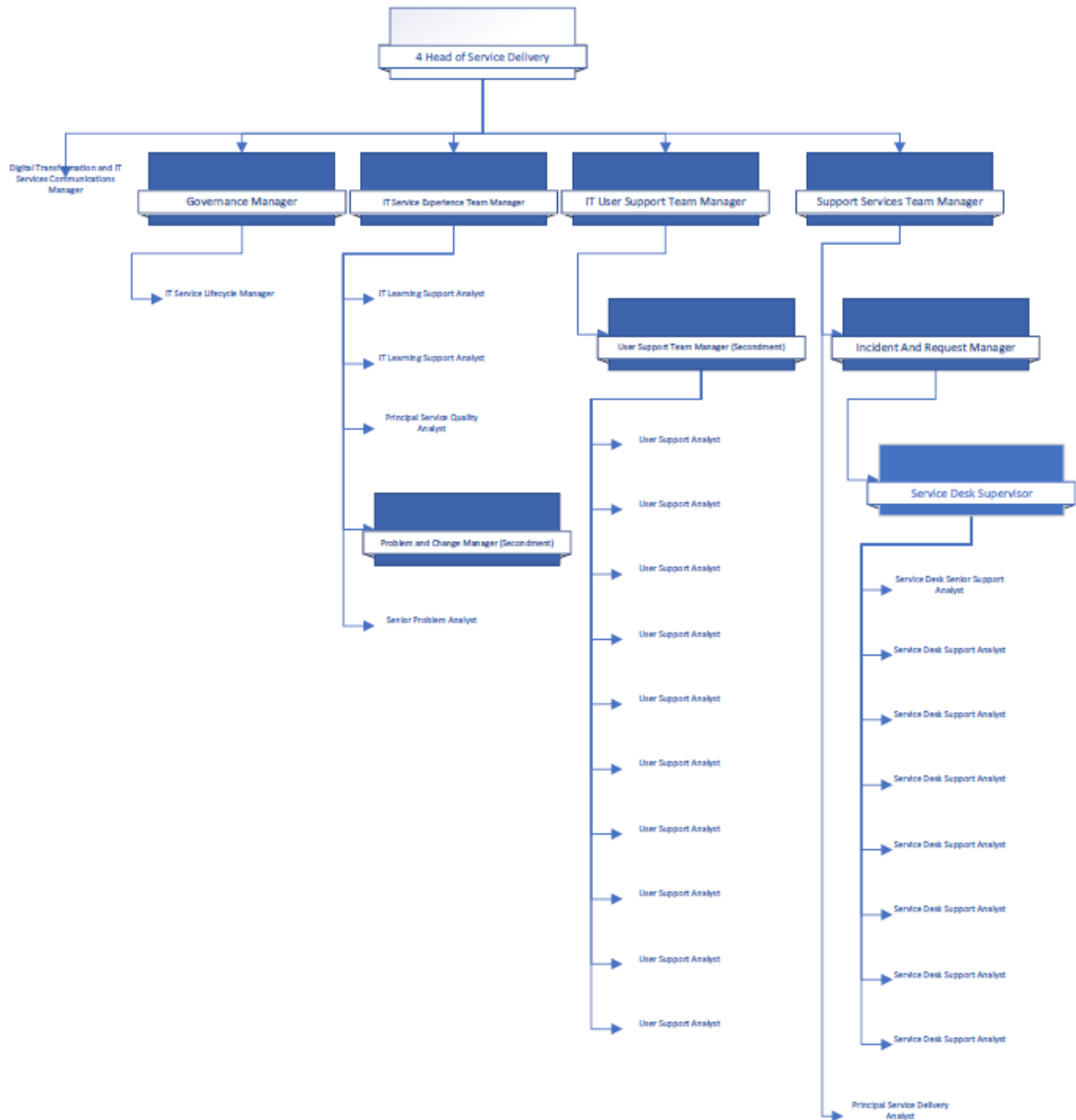- Over 500 servers
- 1000+ applications

Contacts

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

External:
Students
Customers
HE Sector colleagues
Suppliers

Organisation Chart

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 bared 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.

July 2024

Person Specification

Bournemouth University

Position / Job Title: Service Desk Support Analyst	Position No: 203/ 0005028991
Faculty / Service: IT Services	Date: July 2024

SELECTION CRITERIA	**E**ssential / **D**esirable
Knowledge (including experience & qualifications)	
Experience of working in an IT service desk environment	E
Degree, equivalent qualification, or demonstrable, comparable, capability in a relevant subject area.	D
Understanding of IT Service provision in a medium to large organisation	E
Broad knowledge of networking and server technologies	E
Broad knowledge of Audio Visual equipment	D
Experience of Help Desk management systems	D
Knowledge of Desktop Systems Hardware	E
Knowledge of Desktop Operating Systems and Applications	E
Good awareness of IT related legislation and guidelines such as the Computer Misuse Act and Data Protection	E
Knowledge of PRINCE2 or other formal project management and ITIL Service Management methodology	D
Awareness and understanding of the activities and developments within Higher Education and/or public sector	D
Knowledge of Incident, Problem, Service Level and Knowledge management processes	E
Skills	
Analytical and problem-solving skills	E
Training/demonstrating 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	
Collaborative	E
Self-reliant and proactive	E
Empathetic	E
Innovative	E
Ability to work under pressure	E
Attention to detail	E
Customer-centric approach	E