Job Description

Post/Job Title:	**IT Service Desk Analyst – Student Placement**
Ref:	**615**
School/Professional Service:	**IT Digital Solutions**
Group/Section:	**IT Service Management**
Location including building:	**Talbot Campus CG25**
Duration if temporary:	**1 Year**
Normal hours per week: (Will be required to work shift type patterns to cover IT Service Desk's opening hours).	**37**
Grade:	**3**
Accountable to:	**Support Services Team Manager**

Job Purpose

1. 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.
2. To provide first line support services to the BU end user community, maximizing 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.
2. 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.
3. Provide 1st line technical support using 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.
4. Interface effectively with other members of IT services, including out of hours service, to help drive user incidents and service requests to resolution as quickly and effectively as possible.
5. Delegate incident and service requests which cannot be resolved at first point to the appropriate group, retaining ownership through to resolution.
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. 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.
9. 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.
10. Conduct customer/user satisfaction call backs/surveys as agreed.

IT Services 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 and external, including level

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

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 Equality & Diversity 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.

Jan 2026

Person Specification

Post / Job Title: Service Desk Support Analyst   Post No: TBC

School / Support Service: IT Digital Solutions / Service Desk   Date: January 2026

SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience and qualifications)	
Full time BU Student	E
Basic knowledge of computer services, systems, and delivery appropriate to a second-year student at BU	E
Basic Knowledge of Audio Visual	D
Skills	
Basic ability with Microsoft Windows and office suite	E
Familiarity with other operating systems	D
Methodical and disciplined approach	E
Good communicator (written and verbal)	E
Ability to work under pressure	E
Reasonable time management	E
Ability to work in a team	E