

JOB DESCRIPTION
Service Desk Analyst
Vacancy Ref: Nxxxx

Job Title: Service Desk Analyst	Present Grade: 5S
Department/College: Information Systems Services (ISS)	
Directly responsible to: Service Desk Manager	
Supervisory responsibility for: Shared responsibility for part-time student employees and junior staff	
Other contacts Internal: All staff and students of the University, members of ISS External: Visitors to the University	
<p>Major Duties:</p> <p>To provide excellent customer focused first line support for all ISS services, being the first and main point of contact for customers and users of IT and AV systems.</p> <ol style="list-style-type: none"> 1. Proactively dealing with staff, students and visitors, their technical queries, incidents and requests, including: <ul style="list-style-type: none"> • receiving personal, telephone, MS teams or other callers at the ISS Service Desk; • responding to logged enquiries and requests; • supporting staff and students in scheduled appointments; • guiding the user through possible solutions or instruct them how to collect more information in order to compose a fuller report for referral; • using a Helpdesk system to record, refer and track user problems; • using a Chat system to record and refer user problems; • consulting technical specialists and writing responses to customers with a range of IT competence. 2. To maintain excellent levels of customer service. 3. Additionally share responsibility for: <ul style="list-style-type: none"> • undertaking routine tasks associated with ISS user administration, in accordance with University policies and including user identity verification, password reset, registration and deletion. 4. Maintaining a high quality support service including assisting in the production of Service Desk reports, and the supervision and training of junior staff. 5. To provide support in the following areas: <ul style="list-style-type: none"> • Microsoft Office products: Excel, Outlook, PowerPoint and Word. • Software licensing on University and personal computers • Operational support, which may include: <ul style="list-style-type: none"> ○ monitoring and maintaining service delivery standards; ○ the production and distribution of rotas for Service Desk cover; ○ the monitoring of training programmes for all new IT Service Desk staff & students; ○ the delivery of training in line with documented training plans and provide input into the ongoing development of Service Desk training material. 6. To support other activities that may become the responsibility of the ISS Service Desks through evolution, growth or restructuring. 7. Such duties, appropriate to the grade, as may be directed by the Chief Information Officer. 	