# JOB DESCRIPTION

**IT Service Desk Analyst**

**Vacancy Ref:** N2811

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>IT Service Desk Analyst</th>
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<tbody>
<tr>
<td>Present Grade:</td>
<td>5S</td>
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<tr>
<td>Department/College:</td>
<td>Information Systems Services (ISS)</td>
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<tr>
<td>Directly responsible to:</td>
<td>IT Service Desk Manager</td>
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<tr>
<td>Supervisory responsibility for:</td>
<td>Shared responsibility for part-time student employees and junior staff</td>
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**Other contacts**

- **Internal:** All staff and students of the University, members of ISS
- **External:** Visitors to the University

**Major Duties:**

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.

1. Proactively dealing with staff, students and visitors, their technical queries, incidents and requests, including:
   - receiving personal, telephone, MS teams or other callers at the ISS Service Desks;
   - responding to email enquiries and logged 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:
   - 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 three areas:
   - Microsoft Office products: Excel, Outlook, PowerPoint and Word.
   - Software licensing on University and personal computers
   - Operational support, which may include:
     - 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 as appropriate to the grade, as may be directed by the Director or nominated representative.