



University of London Job Specification

Job Title: Support Analyst – User Services
Department: Information Technology and Digital Service Department (ITDS)
Section: IT Service Operations
Level: 5

Job Purpose:	<p>As part of an essential support team, you will be on the frontline helping the users with any requests and incidents they raise.</p> <p>The Service Desk Analyst is the point of contact for users to help resolve issues they need advice and support for. The Analyst will respond to users, assess issues and help resolve these through to completion. They provide first line support and aim for a high first time fix rate ensuring the users receive solutions at their initial engagement where possible. If a first time fix is not possible, the support Analyst assesses the issue and ensures the query is triaged to the correct team who can resolve the issue for the user.</p>	
Job Content:	<p>The Analyst provides support for any aspect of the information systems, including Hardware, Software, Applications and Networks as well as advice and guidance to the user where required.</p> <p>Delivering services to a pre-defined SLA, the Analyst will focus on customer satisfaction and resolution, contributing to service improvement activities to strive to meet and exceed the targets.</p>	%
<ol style="list-style-type: none"> 1. To provide support for a range of systems, responding to user enquiries in a timely manner as specified within the appropriate service level agreement (SLA) 2. To pro-actively identify and resolve issues on behalf of users ensuring all concerned are kept up to date with progress as appropriate 3. To coordinate issue resolution activities, escalating issues to, and liaising with, specialists as appropriate. 4. To ensure knowledge articles are documented and maintained taking ownership of the article through its life cycle. 5. Act as point of receipt for alerts and take appropriate action to ensure they are addressed 6. Work closely with other Professional Services Departments and Technical Teams in providing customer support to the University 		

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<ol style="list-style-type: none"> 7. Undertake operational duties where required in line with the operations manual and reporting any issues to the appropriate teams 8. Undertake new starter and leaver activities as appropriate based on the University's agreed procedures 9. Contribute to the Service Improvement activities by providing information on trends and user experiences 10. Act as a point of contact for user queries directing them to the appropriate department where required 11. Work to industry best practices in relation to the Information Technology Service Desk standards 12. Occasionally work on projects for rollouts and installations 13. Occasionally represent the user in user acceptance testing for systems, applications and service tools 14. To actively follow and promote the University of London policies, including the University's Dignity at Work and Equal Opportunities Policy and actively promote these wherever possible. 15. To maintain an awareness and observation of fire and health and safety regulations 16. Any other duties consistent with both the grade and scope of the post 17. Any other duties reasonably required of the post holder by the reporting manager. 	
<p>Reports to:</p> <p>Responsible for:</p>	<p>– User Services Manager</p> <p>NA</p>
<p>Additional demands of the role:</p>	<p>NA</p>

<p>Person Specification</p>
<p><u>EXPERIENCE & PERSONAL QUALITIES</u></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> • Ability to work to agreed schedule and deadlines • Experience of working with technical colleagues both internally and externally • Experience of working with third party support providers • Ability to work effectively under pressure • Ability to stay calm during periods of peak activity • Good analytical skills and problem solving • Good communication skills and interpersonal skills • Customer focussed striving to service excellence

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- Good attention to detail and ability to deliver high quality work to target dates
- Proactive in contributing ideas, identifying opportunities for enhancements
- The desire to learn new skills and apply these skills to your working environment
- Experience of working in a support role
- Experience of collaborative working and sharing knowledge
- An active interest in technologies

Desirable:

- Experience of working to industry best practice methodologies such as ITIL
- Customer services accreditations
- Trained in dealing with difficult customers

TECHNICAL KNOWLEDGE & SKILLS

Essential:

- Experience of supporting users in a vast array of technologies and applications
- Experience of providing end user support for business critical systems
- Experience of supporting systems in a busy integrated systems environment
- Experience of supporting an array of systems and applications
- Experience of using IT Service Management tools to capture tickets and update and triage these
- Experience of using remote support tools to remotely support the end user
- A good working knowledge of desktop and cloud based applications such as Outlook, SharePoint and the Office Suite and other on business applications

Desirable:

- Exposure to formal IT change management processes and procedures.
- Experience of supporting service management applications like Service Now
- Experience of desktop and infrastructure support
- Experience of packaging applications

EDUCATION & PROFESSIONAL QUALIFICATIONS

Essential:

Desirable:

- Industry standard qualifications such as ITIL

Competency Requirements	Essential	Desirable
Academic Community focus		A
Adapting to change	B	
Commercial awareness	A	
Creativity and innovation	B	
Customer focus	C	
International engagement		A
Interpersonal understanding	B	
Leadership		A
Managing resources		A
Organisational commitment	B	
Proactivity and planning	C	
Problem solving and decision making	C	
Performance Management		A
Resilience	B	
Staff development and commitment to learning	B	
Stakeholder focus	B	
Striving for excellence	C	
Working collaboratively with others	C	
<p>Competencies are scored on an A-D scale, with D representing the highest demonstration of the competency.</p> <p>For further information on each of the competencies and relevant levels, please refer to the University's Competency Model</p>		