

## Service Desk Analyst

Job Ref: REQ171241

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### School/Department summary

Further information on IT Services is on the Loughborough University Website <http://www.lboro.ac.uk/services/it/>

### Job Description

**Job Grade:** Technical Services Grade 4

**Job Purpose:** To provide support to all users of the Service Desk by taking calls (by telephone and by email) and handling the resulting Incidents to Service Requests using agreed Incident Reporting and Request Fulfilment processes in order to restore "normal service" to users as quickly as possible.

#### Job Duties:

- To log all relevant Incident and Request details and allocate categorisation and prioritisation codes in order to ensure that all calls are recorded in such a way as to facilitate swift resolution by Service Desk staff or other IT staff.
- To undertake investigation and diagnosis in order to ensure that as many Incidents are resolved, and Requests fulfilled, by the Service Desk as soon as possible, and, where such resolution/fulfilment is not possible, as much information as possible is passed on to other IT staff.
- To resolve those Incidents and fulfil those Service Requests which the Service Desk is expected to resolve/fulfil, and seek to continually improve the resolution/fulfilment rates in order to ensure that "normal service" is restored to users as quickly as possible.
- To escalate to other IT staff those Incident and Requests which the Service Desk cannot resolve/fulfil within agreed timescales in such a way as to facilitate swift resolution/fulfilment by them.
- To keep users informed of progress in order to ensure that they realise that their Incident or Request is receiving appropriate attention and will be resolved/fulfilled as speedily as possible.
- To close all resolved Incidents and fulfilled Requests, and ensure that lessons learned are documented in line with agreed Service Desk procedures, in order to ensure that Service Desk records, including the knowledge-base, are kept up-to-date, and opportunities for service improvement grasped.
- To be fully conversant with the range of ITS facilities and services available to users in order to provide optimal service and reduce dependence upon other IT staff.
- To undertake any other duties that may reasonably be required.

- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

### **Special Conditions**

Service Desk staff are currently expected to be available to work between the hours of 08:00 and 17:00 Monday to Friday and to cover occasional additional hours. As the Desk and its service are continually reviewed, these hours may need to change to better meet user requirements.

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the IT Support Manager.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Working in a customer-facing IT service	1, 3
	Working on an IT Service Desk	1, 3
	Working in a call centre- type environment	1, 3
	Working with the Windows Desktop	1, 3
Skills and abilities	Ability to communicate effectively with both IT and non-IT staff (by telephone and electronically) and to get on well with people, including when under pressure	1, 3
	Ability to follow procedures effectively and efficiently with minimal supervision and under pressure	1, 3
	Diagnostic Skills	1, 3
	IT business awareness and commitment to service culture	1, 3
	Ability and eagerness to meet new objectives and learn new skills	1, 3
Qualifications & Training	Minimum 4 GCSEs at grade C or above, including English & Maths	1, 3
Other	Compliance with relevant University policies	1, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Working on a customer-facing service desk	1, 3
	Experience of ITIL-based procedures	1, 3
	Working in the HE sector or a similar environment	1, 3
Qualifications & Training	A Level of equivalent	1, 3
	HND, HNC or equivalent in IT	1, 3
	Other IT Training	1, 3
	Knowledge of IT Service Areas	1, 3
	Knowledge of HE business areas	1, 3

## Conditions of Service

The position is full time and open-ended. Salary will be on Technical Services Grade 4, £19,850 - £23,557 per annum, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Informal Enquiries

Informal enquiries should be made to Nick Cope, IT Support Manager, IT Services by email at: [n.j.cope@lboro.ac.uk](mailto:n.j.cope@lboro.ac.uk) or by telephone on 01509 227074

## Applications

The closing date for receipt of applications is **28 January 2018**.