

Job Description

Job title: Service Desk Analyst

Faculty/Directorate: Digital and Technology

Job Family: IT Service Operations

Grade: D

Role profile: TSD1

Full time (37 hours per week)

Permanent

Date: Oct 2024

Duties of the role	
Overall purpose of the role	The postholder will provide an effective, high quality, responsive and professional first line support service to users. Interacting with customers with due care and attention and the postholder will perform tasks such as answering phone calls and responding to emails from customers within agreed service level agreements (SLAs) to resolve their queries, escalating issue as appropriate.
Main duties and responsibilities	<ul style="list-style-type: none"> • Serve as the main point of contact for users' IT incidents and service requests, resolving issues in line with SLAs and using customer-focused metrics to ensure a positive outcome. • Track assigned incidents and requests, managing own work queue, escalating issues if they are at risk of breaching service levels. • Support a collaborative, customer-centric team culture aligned with university values, promoting performance improvement and enhanced user experience. • Ensure accurate information and data input on incidents, requests, and knowledge solutions in the service management tool to enable effective and timely problem resolution, escalating data issues as needed to maintain accuracy. • Work with third-party support partners for effective capture, management, and closure of incidents or requests, particularly during peak periods or after-hours support. • Represent the Service Desk during Priority 1 (P1) Major Incidents, contributing to prompt escalation, communication, and involvement in post-incident reviews to maintain service quality. • Record complaints according to the D&T Complaints Process, using insights from user feedback to drive improvements in customer satisfaction. • Work within agreed Service Levels related to Service Desk and First Line Service, monitoring performance against objectives to uphold standards. • Support and contribute to continual service improvement initiatives, identifying process deficiencies and suggesting efficiency improvements. • Ensure compliance with university standards for information systems, security, and health and safety, producing regular reports and collaborating with stakeholders to review reporting processes. • Maintain an awareness of key technical areas, serving as a trusted advisor and demonstrating high-level understanding of IT service management principles. • Stay updated on relevant products and technologies, advising the team on potential improvements and innovations that enhance service delivery. • Perform any other duties commensurate with the job grade as reasonably required from time to time.

Duties of the role

- Act in accordance with DMU Values:
 - Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.
 - Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.
 - Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.
 - Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.
- The postholder should have a positive attitude towards health and safety and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications & Training	Minimum A-Levels or equivalent vocational education or equivalent work experience	Essential		X			X
	ITIL Certification (minimum Foundation Certificate)		Desirable	X			X
Previous Work Experience	Demonstrable experience in a first-line IT support environment, providing technical support across multiple communication channels.	Essential		X	X	X	
	Experience managing and resolving IT incidents and service requests, ideally using a service management tool.	Essential		X	X		
	Experience working to service level agreement frameworks		Desirable	X	X		
	Experience in escalating incidents especially during high priority (P1) situations and ensuring timely resolution.		Desirable	X	X		
	Experience of working within a customer service role	Essential		X	X	X	
	Experience of working with Higher Education sector		Desirable	X	X		
Specific Knowledge/Skills /Abilities/ Motivation/ Attitude Required	An understanding of core IT systems, software, and relevant troubleshooting tools, including familiarity with service management platforms.	Essential		X	X	X	
	Excellent verbal and written communication skills, with the ability to interact professionally and effectively with non-technical audiences	Essential		X	X	X	
	Able to identify, diagnose and resolve problems/faults	Essential		X	X		

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
	Able to complete tasks accurately and in a timely manner	Essential	X	X		
	Excellent customer service skills	Essential	X	X		
Equality and diversity	Able to provide a service to a diverse range of people to promote good relations and equality	Essential	X	X		
Our Values and Behaviours at DMU						
We are Collaborative – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential		X		
We are honest and Compassionate	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential		X		
We are innovative and Creative	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential		X		
We are a community – we value and champion difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential		X		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence