


Senior Service Desk Analyst	
Role Description	

Grade & Salary:	Grade 4
Campus Location:	Merchiston
Line Manager:	Service Desk Manager
Line Management Responsibility for:	Supervision of Service Desk Analysts & Student Helpers
Organisational Structure:	<input type="checkbox"/> Tick to confirm attached
Role Summary:	<p>To support students and university staff in the effective and reliable operation of the IT infrastructure, software and end–user equipment.</p> <p>To oversee the day to day work of the Service Desk staff and ensure that it is carried out efficiently and effectively.</p> <p>To assist in ensuring the safety and security of IT equipment and services. To ensure all work is carried out according to agreed operating procedures and policies</p> <p>To support Information Services colleagues in the provision of services and facilities through participating in a range of regular duties or projects.</p>

Main Duties and Responsibilities

➤	To contribute to the supervision of colleagues, coordination of their work, agreed priorities to ensure the efficient and effective use of staff resources
➤	Be responsible for the oversight of staff issues for those within their allocated teams including people management, progression, review of performance and conduct regular 1.1s
➤	To act as a recognised source of information about IT and Library services and forward relevant information to Development Teams.
➤	To lead Service Transition in the deployment of IT & Library Services. To ensure that the changes to services and service management processes are carried out in a coordinated way.
➤	To assist customers in their use of the equipment and services over the phone, via e-mail and face-to-face.
➤	To ensure the availability, reliability and security of infrastructure and services and end-user data are maintained to agreed service standards.
➤	To maintain end-user equipment and services.
➤	To be fully conversant with the change management and incident handling procedures and ensuring they are effectively implemented in a customer focussed way.
➤	To identify maintenance needs, and arrange equipment repair and replacement, and health and safety issues. To liaise with other departments of the University, e.g., Property and Facilities, on operational issues as required by the Service Desk Manager.
➤	To actively promote and facilitate the integration of Library and IT staff in order to provide excellent customer services.
➤	To identify opportunities for continuous improvements and service developments.
➤	To escalate problems as appropriate and participate in their solution.
➤	To maintain effective communication with customers and advise other members of IS of the changing customer needs.
➤	To participate in development projects within Information Services.

➤	To contribute to the wider work of IS by utilising individual skills, expertise and areas of interest in the support of other operational areas. NB. Supervision in these areas may be given by other departmental personnel.
➤	To actively seek customer views of services, operations and facilities and to suggest improvements to services based on knowledge of customer requirements.
➤	To keep abreast of current and emerging technologies and services and participate in development to ensure that skills match the equipment and services being provided. To ensure training and development is available to all team members.
➤	To actively promote to customers the range of services available and how they can fully utilise these facilities.
➤	To represent Information Services in appropriate fora. To undertake other duties appropriate to the job functions.
➤	Support the aims, philosophies and key objectives of Information Services, and to fully uphold the University code of conduct in terms of values and behaviours.
➤	Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
➤	To carry out duties appropriate to the role as advised by the Service Desk Manager
➤	To deputise for the Service Desk Manager when required.

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INVESTOR IN PEOPLE

Person Specification

Attributes	Essential Requirements	Desirable Requirements
<p>Education/ Qualifications</p>	<p>HND or higher qualification in Computing or equivalent subject</p> <p>ITIL Foundation</p>	<p>Evidence of Continual Professional Development</p>
<p>Experience</p>	<p>Experience of team working.</p> <p>Experience of service provision.</p> <p>Familiarity with IT systems or service delivery within a networked environment.</p> <p>Experience of service desk provision</p> <p>Experience of Customer Relationship Management</p>	<p>Experience of work within an academic environment.</p> <p>Experience of supervisory work</p>
<p>Skills/Personal Requirements</p>	<p>Good organisational skills.</p> <p>Strong customer focus – demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service.</p> <p>Good verbal and written communication skills, including the ability to communicate effectively at operational levels.</p> <p>Good problem solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner.</p> <p>Demonstrable experience of working with the public and of customer focus.</p> <p>Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines.</p> <p>Available to attend work occasionally evenings and weekends.</p>	<p>Knowledge of networked environments, hardware / software installations</p> <p>Experience of end user support.</p> <p>Ability to generate reports and analyse data</p> <p>Ability to work to deadlines and use initiative</p>