SENIOR SERVICE DESK ANALYST

ROLE DESCRIPTION

GRADE
Grade 4

LOCATION
Merchiston Edinburgh

LINE MANAGER
Service Desk Manager

ROLE SUMMARY

The University is continuing to make a significant investment in its IT and digital services provision to ensure the delivery of a consistent, high-quality IT services across the University, which are continually being adapted to meet the changing needs of the staff and students in a rapidly changing technology environment.

The Senior Service Desk Analyst will provide an effective, high quality, responsive, customer orientated, professional IT telephony and counter based service to staff and students within the University. Furthermore, the Senior Service Desk Analyst will assist the embedding of the incident management processes, ITIL and service-related processes.

The Senior Service Desk Analyst will be responsible for deputising for the Service Desk Manager when on annual leave and out the office. You will lead a small number of analysts and be responsible for supporting them with workload allocation along with supporting developing their knowledge and training.

LINE MANAGEMENT RESPONSIBILITY

This role has line management responsibilities for 2 Service Desk Analysts & Student Helpers

MAIN DUTIES AND RESPONSIBILITIES

- Be responsible for the oversight of staff issues for those within their allocated teams including people management, progression, review of performance, conducting regular 1.1s, coordination of workload, agreeing priorities to ensure the efficient and effective use of staff resources
- Staffing the Service Desk on an agreed rota basis as necessary, providing a high-quality customer service to IT users over the phone and other communication methods across a range of technologies and services, to diagnose and resolve a range of issues including complex technical enquiries regarding IT services.
- Providing first and second line IT support to staff, students and visitors, diagnosing, trouble shooting and resolving problems with PC/Mac hardware and software, via all of the Service Desk's supported contact methods (currently in person, by phone, via the web, and on Twitter).
- Ensure that all customer incidents and service requests are logged, progressed, tracked and concluded satisfactorily using the University designated Service Management System.
- Assist in staff and student inductions and demonstrate the use of equipment where appropriate.
- Follow the SLA's and ITIL processes ensuring incidents and queries are dealt with in an effective and timely manner.
- Contribute towards the generation and maintenance of knowledge management documentation and procedures.
- Liaise with colleagues in Information Services to develop high quality, innovative and cost-effective solutions for the provision of services.
- Be responsible for ensuring that working practices and processes are documented and robust, and wherever possible standardised and repeatable to support the Service Desk team in their day-to-day activities.
- To keep abreast of new technology and to develop such skills as required to remain effective in this role.
- Undertake such training, re-training and updating as necessary, to fulfil the requirements of the above. It is expected this will be largely self-led learning initiated by the post holder.
- 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.
- Undertake other such duties, at any location, as requested by the Service Desk Manager or their nominee.
- To deputise for the Service Desk Manager when required.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
EDUCATION / QUALIFICATIONS		
• A degree and/or demonstrable equivalent experience	✔	
• X ITIL Foundation	✔	
SKILLS / EXPERIENCE		
• Experience of supervisory work		✔
• Experience of working in a service desk team within a large and complex user environment.	✔	
• Experience of dealing with a complex range of user needs and delivering appropriate service models to meet those needs.	✔	
• Advanced knowledge of Microsoft, Mac & relevant technologies, desktop & laptop hardware platforms, mobile devices and software applications. Good understanding of remote administration and software distribution tools.	✔	
• Experience of using integrated helpdesk, collaboration and telephony tools.	✔	
• A detailed knowledge of the traditional and emerging technology themes which underpin the provision of services.	✔	
• Good verbal and written communication skills, including the ability to communicate effectively.	✔	
• 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	✔	
• Practical IT skills, including a good working knowledge of internet and digital information services.	✔	
• Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines.	✔	