

Post Title:	Service Desk & Client Support Analyst
Grade:	5

Job Description

Purpose

The Service Desk and Client Support Analyst will work as part of the team that provides first line support, both physical and virtual, to all ITS users within the Group. The role will be responsible for being the first point of contact for ITS queries and for managing the resolution and escalation of these queries.

Main Duties and Responsibilities

1. To act as first point of contact / support for Group Staff & Students in the use of services provided by ITS. Managing a variety of tasks/queries taken through phone calls, emails, portal queries (and other medium such as social media) and logging these calls accurately.
2. Following agreed procedures, identifies, priorities, registers and categorises incidents. Diagnoses incidents according to agreed procedures. Investigates causes of incidents and seeks resolution.
3. Assists with the implementation of agreed remedies and preventative measures. Initiates and monitors actions to investigate and resolve problems in systems, processes and services to reduce user issue.
4. Communicates information security risks and issues to business managers and others. Performs basic risk assessments for small information systems. Contributes to vulnerability assessments.
5. Provides support of malware attacks, and other cyber security threats. Looks to resolve where possible or engage level 2 assistance to resolve security risks and typical vulnerabilities. Records and analyses actions and results.

6. Investigates security breaches received from users in accordance with established procedures. Performs non-standard security administration tasks and resolves security administration issues such as Phishing attacks.
7. To provide 1st line 'face to face' incident support (in line with incident priority) and advice or service request fulfilment (can include basic training or installation of hardware and software).
8. Carry out routine administrative and maintenance tasks and checks on systems and equipment provided to identify, diagnose and document any faults.
9. Seeks to reduce service outages through the diagnosis and resolution (where able) of the cause of any identified service fault. Documents the outcome so that a solution may be either be identified by the post holder or escalated in order that a solution may be identified and delivered.
10. To respond to requests for service, help or advice from customers relating to the services used by staff and students, by providing the requested service/help/advice. To post (e.g. social media) and maintain information relating to current service issues
11. To distribute and install computing and or audio-visual equipment or software to ensure the delivery of advertised services and service levels.
12. Monitor and control the issue of equipment and materials to authorised students and staff according to Faculty and Schools policies and procedures.
13. To review & maintain the accuracy of knowledge articles as published and used by the Service Desk, Staff or Students.
14. Undertakes workstation assessment, general health and safety supervision of staff and students using equipment and working in laboratories, ensuring safe methods of working in accordance with statutory and University requirements.

AND such other duties as are within the scope and spirit of the job purpose, the title of the post and its grading.

2.4 Supervision Received

The post holder reports:

Service Desk and Client Support Team Leader with day-to-day line management from designated shift team leader

2.5 Supervision Given

None

2.6 Contacts

Service Providers Shared and Outsourced Suppliers and other Vendors

University Staff and Students of CU group

External contractors and suppliers

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education/ Qualifications</i>	Educated to degree level or equivalent in ICT or equivalent experience within an IT environment	ITIL Intermediate Qualification in Service Operation Microsoft certification

<p><i>Experience (Paid and Unpaid)</i></p>	<p>Experience working in a Service Desk support environment with a variety of computerised systems.</p> <p>Experience and knowledge in one of the following (with some exposure to the other):</p> <ul style="list-style-type: none"> • Microsoft Windows • Mac OSx <p>Knowledge of supporting the following:</p> <ul style="list-style-type: none"> • Email (Microsoft Office 365) • Wired and Wireless networking configuration • Audio Visual equipment • Data Security managing reported phishing • Range of mobile devices including tablets and smartphones. <p>Support, configuration and repair of computers and peripherals.</p> <p>Experience of using an IT fault logging or call recording system.</p> <p>Experience of supporting a virtual learning environment, e.g. Moodle, Blackboard etc.</p>	<p>Experience with SQL Server TSQL or Oracle PL/SQL in the use of stored procedures, triggers, and functions</p> <p>Experience of network technology (configuring network connections)</p>
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<p><i>Job-related skills/ Aptitudes</i></p>	<p>Attention to detail and to follow procedures</p> <p>Excellent customer service skills</p> <p>Must be well organised and able to work to deadlines</p> <p>Able to work well within a team and using own initiative</p> <p>Good troubleshooting and problem-solving skills</p>	<p>Knowledge of an academic institutions' IT services offered, and typical applications used</p> <p>Business Impact Awareness</p>
<p><i>Interpersonal Skills</i></p>	<p>Excellent communication skills with the ability to translate technical language to users</p> <p>A commitment towards continuous improvement.</p> <p>Ability to handle situations with conflict in a calm manner.</p>	<p>Has experience of skills instruction</p>
<p><i>Other Requirements</i></p>	<p>Able to work flexibly to meet the needs of 24/7 service support.</p> <p>A flexible approach to location, including a willingness to travel, locally, nationally or overseas, as required.</p> <p>An appreciation of other cultures; the global reach of the University and its international agenda.</p>	