Post Title:	Service Portfolio Support Analyst
Grade:	5

Job Description

2.1. Purpose

Based in the Service Management and Security Operations function, the role will be focused on the management and control of the service and supply chain performance, quality, cost and efficiency of the ITS Service Portfolio supporting the University Group. The Service Portfolio Support Analyst role is primarily responsible for reporting and analysing service management and security operations data and ensuring transparency of ITS Service and Product costs. In support of the Enterprise Service Architect, Service Delivery Managers and Business Relationship Managers, the role will underpin the Service Portfolio Management investment, proactive management and continual improvement.

2.2. Main Duties and Responsibilities

1. Specifies and applies appropriate analytical techniques to create information which supports business decision-making. Formats and communicates results, using textual, numeric, graphical and other visualisation methods appropriate to the target audience.

2. Responsible for monitoring and maintaining all required financial records for compliance and audit to all agreed requirements. Support IT Service Management and Security Operations function heads in financial planning and budgeting.

3. Evaluates the need for analytics, assesses the problems to be solved and what internal or external data sources to use or acquire. Manages reviews of the benefits and value of analytics techniques and tools and recommends improvements. Contributes to the development of analytics policy, standards and guidelines.

4. Monitors service delivery performance metrics and liaises with managers and customers to ensure that service level agreements are not breached without the stakeholders being given the opportunity of planning for a deterioration in service.

5. Monitors and maintains all required financial records to all agreed requirements. Assists SDM with the calculation of Services costs (including all components of the services) and identify efficiencies to be gained.

6. Monitors and reports on progress against projected benefits specified in the business case. Identifies where change is required and plans for variations.

7. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

8. Assists all other areas of IT Service Management and Security Operations with their financial analysis, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures.

9. Support the Enterprise Service Architect in determination of viable and cost-effective service offerings.

10. Support the Enterprise Service Architect and Service Design Manager in developing appropriate Service Level Agreements and cost models to track, manage and account for service quality, performance and costs.

11. Full accountability of monthly performance reporting which includes capacity, availability and the presentation of the data in readiness for the monthly Exec review meetings.

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

2.3. Supervision Received

Service Assurance & Quality Manager

2.4. Supervision Given

None.

2.5. Contacts

- IT Services staff, including Executive Team.

- University Group Leadership Team.

- Staff and students in other Schools / Support Areas of the University Group.

- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	• A degree relevant to IT or full membership of an ITSM professional body or experience in lieu of the above which demonstrates a professional approach to IT development. • ITSM qualifications	• A relevant higher degree
Knowledge & Experience	• In-depth knowledge and experience within a relevant service design & delivery discipline or framework. 2+ years IT financial management and cost models. • Expertise in developing service-based cost models. • Experience in assessing and analysing the impact of change on existing services. • Review of service portfolios to ensure the service provider offers economically viable services aligned to the service strategy. • Experience of compiling reports, recommendations and conclusions of service portfolio reviews. • Experience in report design and production supporting the management and control of SLAs, OLAs and vendor agreements. • Experience and knowledge of ITIL best practice to Expert level.	• Similar experience in a higher education environment.
Interpersonal Skills	• Good collaboration skills. • Excellent customer facing skills. • Ability to foster and promote a collaborative environment and culture. • Good oral communication skills. • Ability to convey objectives and benefits of Knowledge Management and influence others.	
Job-related Skills, Abilities & Competencies	• Organized, self-motivated, and detail-oriented, with the ability to work autonomously and be a self-starter in a demanding environment	

	• Strong service, supplier and financial management analysis skills • Strong sense of ownership and ability to follow tasks through to completion • Ability to identify control requirements, develop associated report design and ensure delivery and integrity of reports • Ability to respond positively and calmly to shifting priorities, demands and timelines. • Effective internal and external stakeholder management and communication skills.	
Other Requirements	• A professional and self-motivating approach to tasks. • Ability to represent IT Services in formal and informal settings. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Willing to travel abroad occasionally and work with distributed teams.	