**RAVENSBOURNE**

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| **ROLE DESCRIPTION AND PERSON SPECIFICATION**  **PROFESSIONAL AND ADMINISTRATIVE STAFF** |
| **Role Title:** Service Desk Analyst  **Service:** IT Services  **Pay Band:** B  **Reports to:** Service Desk Team Leader |
| **Purpose of Role:**  The IT Services Service Desk is the central point of contact for IT queries from academics, students and staff.  The Service Desk sets the standard of behaviour for customer engagement, playing a key customer advocacy role, developing and delivering services that support customer needs and inform IT Services objectives.  The team act as customer champions, offering specialist advice and support on IT related issues while providing customers with the best possible service and conveying a sincere willingness to help.  The post holder is expected to work effectively within the team, working most closely with other IT staff in order to identify & drive service improvements.  The post holder will offer specialist advice and support on IT-related issues, ensuring the effective management of all incidents and service requests through a telephone, email and face to face service.  This role requires the ability to develop effective working relationships with colleagues within and beyond IT Services, in order to ensure that a consistent, high quality service is delivered by the Service Desk. This is a fast-paced and varied role, requiring excellent communication and customer service skills as well as a broad range of IT knowledge.  They will work within a modern environment and will be supporting Windows and Apple Mac devices as well as mobile phones, tablets, printers, audio visual equipment and their peripheral devices. They will be expected to maintain their knowledge on new and emergent technologies and will be required to assist in the testing of new software and hardware platforms.  Hours of service for the Service Desk are 08.30 to 18.00, Monday to Friday and occasional events support outside of these hours so a flexible approach to work will be required to ensure that all duties are covered. Coverage includes physical support as well as online and telephone support. |
| **Role Responsibilities:**  The post will have particular responsibilities to:   * 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 & AV services. * Providing first and second line IT support to staff, students and visitors, diagnosing, trouble shooting and resolving problems with PC/Mac/AV hardware and software, via all of the Service Desk’s supported contact methods (currently in person, by phone, the web, and email). * Ensure that all customer incidents and service requests are logged, progressed, tracked and concluded satisfactorily using the University designated Service Management System. * Provide support for the operation and maintenance of IT & AV equipment in the physical teaching environments. * Provide support for events and teaching spaces, including setting up, Installing, maintaining, troubleshooting and upgrading IT systems. * To assist in managing user identities and access to resources throughout the   identity lifecycle ensuring that the right people can access the right  applications and resources.   * Securely handle and store IT assets by updating the asset register to accurately reflect and track any changes of IT components as and when required, ensuring accurate completion and making sure asset holders are identified correctly. * Assist with the implementation of IT projects, supporting the testing, training   and release of new products and technologies   * Support the problem management function in the root cause analysis of   incidents by investigating and documenting resolutions in such a way that the  knowledge is captured and easily accessible.   * To produce end user help guides, training materials and keep the IT Services   Intranet site up to date.   * 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 IT 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 are required to remain effective in this role. * Undertake such training, re-training and updating as may be necessary to fulfil the requirements of the above. It is expected this will be largely self-led learning initiated by the post holder. * Comply at all times with relevant security, privacy and data protection   standards.   * Support the aims and key objectives of IT Services, and to fully uphold the University’s 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 duties, at any location in support of IT Services departmental or wider institutional objectives.   **General Requirements**   * Engage in Institution-wide committees or working parties when required. * Demonstrate understanding of Ravensbourne’s values, culture and educational ethos and promote these through everyday practice in the role. * Work within Ravensbourne’s Code of Conduct and other Rules. * Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate. * Carry out the policies, procedures and practices of Health & Safety in all aspects of the role. * Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne’s work, and show commitment through everyday practice in the role. * Work in accordance with, and promote Ravensbourne’s environmental sustainability policy and practices. |
| **Key working relationships**  Service Desk Team Leader, Head of IT Operations, IT staff members, students and teaching staff across the institution. |
| Resources Managed: n/a  Budgets: n/a  Staff: n/a |

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| **Person Specification (Knowledge, Skills and Behaviours)** | **Essential** | **Desirable** |
| **Core Personal Skills**  **Minimum Qualification Required:**  HND in Computer Science or related disciplines, or demonstrable work experience that could be equated to these qualifications | √ |  |
| **Customer focus and service**  Understands the relationship between provider and customer, and the expectations of the recipient of a service. Is able to identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them. | √ |  |
| **Team working**  Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved. | √ |  |
| **Communicating and relating to others**  Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, and respond well under pressure. Be able to use every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon. | √ |  |
| **Organising work**  Organises work for optimum effectiveness, using all the resources, tools and methods available, so that the objectives of the role, team and organisation are met. | √ |  |
| **Problem solving and decision making**  Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation. | √ |  |
| **Future focussed and change-ready**  Understands their current position in the broader environmental context and is receptive to, and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements. |  | √ |
| **Professional and Administrative knowledge and know–how**  **Service Knowledge and its application**  Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne’s nature, scale and complexity, and keeps that knowledge and its application up to date and relevant |  | √ |
| **Professional context**  Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally |  | √ |
| **Professional and Administrative service delivery, systems and processes**  Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement | √ |  |
| **Technical Expertise**  Demonstrable experience of IT Support at high level | √ |  |
| Demonstrable experience in an IT related position | √ |  |
| Comprehensive Knowledge of IT hardware and software | √ |  |
| Demonstrable knowledge of Windows and Mac operating systems | √ |  |
| Demonstrable knowledge of AV equipment |  | √ |
| Demonstrable knowledge of end user ethernet and wireless network troubleshooting |  | √ |
| Knowledge of Network User administration |  | √ |
| Knowledge of commercial desktop applications (e.g. Office365), and basic troubleshooting | √ |  |
| Knowledge of AD and or Azure AD Administration |  | √ |
| Understanding of Audio Visual equipment (Projectors, LCD  Screens, Microphones and Speakers etc) |  | √ |
| Knowledge of ITIL V3/4 |  | √ |
| Experience in Imaging and setup of Desktop, Laptop and  mobile devices |  | √ |