

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
PROFESSIONAL SUPPORT SERVICES
DIRECTORATE OF IT SERVICES
DIVISION OF ITS SERVICE DELIVERY & INFRASTRUCTURE
SERVICE DESK ANALYST
VACANCY REF: PSS-12920

Salary: Grade 3 £20,836 - £22,659 per annumm

Hours: 35 Hours per week

Duration: Fixed term from ASAP for 12 months from start date

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Manager Lynda Burns

Email: lynda.burns@manchester.ac.uk

Overall Purpose of the Job

The Service Desk Analyst will act as a point of contact to support service users and customers; reporting issues, requesting information, access, and other services.

They will be expected to receive and handle requests for service support, following agreed procedures, promptly allocating calls as appropriate. Logging incidents and service requests and maintaining relevant records.

The role will be responsible for undertaking assignments across project and/or service functions as required.

Key Responsibilities, Accountabilities and Duties

Dependent upon assignment:

- Following agreed procedures, receives requests for support and provides routine advice to users on systems, products and services which are available to them.

- Promptly allocates calls which require response from more experienced colleagues, as appropriate.
- Follows standard procedures, documenting issues, progress checking, and ensuring that diagnostic information is provided for error resolution and incident analysis.
- Provides an effective interface between users and service providers, ensuring all diagnostic information is provided for error resolution and incident analysis.
- Assists users to make more effective use of desk-top systems, products and services, making initial diagnosis of incidents and advising known solutions where applicable.
- Post holders are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible.
- Demonstrate a commitment to the IT Services Values of: One IT Team, Enabling Others and Customer First. Display the appropriate behaviours to ensure the identified values are at the core of everything that is done.
- Be aware of and work within the constraints of the University Health and Safety, Data Protection, and Confidentiality policies, bringing to the attention of management any issues arising.
- Actively work to ensure knowledge sharing amongst colleagues to avoid single point of failure.
- To undertake such other duties as may be required from time to time commensurate with the level of responsibility of the role.

Person Specification

Essential Knowledge, skills and experience

Qualifications and Experience

- Previous relevant work experience.

Skills and Competencies

- Customer Focus: Understanding the needs of the internal or external customer and regularly checking with the customer when taking actions or making decisions.
- Attention to Detail: Applying appropriate quality standards to all tasks undertaken and ensuring that nothing is overlooked.
- Application Systems: The application of automated systems to the support of specific business functions or processes.
- Networking and Communications: Understanding of networks, how to provide access and to trouble shoot network issues
- Operating Systems: A good understanding of operating systems, how to provide support and trouble shoot problems.

- Corporate, Industry and Professional Standards: Specific standards, practices, appraisal and certification programs associated with the IT practitioner's current role.
- Customer Service Techniques: Techniques for identifying, gathering and validating customer needs in the delivery of IT services.
- Desktop Software: The use of everyday desktop software.
- Written Expression and emails: Communicating effectively in reports and via emails.
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Desirable Knowledge and Skills

Skills and Competencies

- Specialist Equipment Interfacing: Knowledge of interfaces between IT and associated specialist equipment (e.g. microscopes, language labs, translation labs, OCR Readers, Spectrometers, etc.)
- Access Control Systems: Any tool or system which provides access security control (i.e. prevents unauthorised access to systems).
- Analytical Thinking: Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed.