# THE UNIVERSITY OF MANCHESTER

# PARTICULARS OF APPOINTMENT

# PROFESSIONAL SERVICES

# Directorate of IT Services

# division of Campus Technology Services

# Service Desk Analyst

# Vacancy ref: PSX-029662

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| **Salary:** | Grade 3 £25,804 to £27,319 per annum, depending on relevant experience |
| **Hours:** | 35 hours per week (1 FTE)  |
| **Duration:** | Permanent |
| **Location:** | Oxford Road, Manchester |

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**Enquiries about the vacancy, shortlisting and interviews:**

Email: it.resource@manchester.ac.uk

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**Overall purpose of the job**

The IT Service Desk Analyst role is crucial to the University’s IT operations, providing prompt and effective user support. The IT Service Desk Analyst will diagnose and resolve basic technical issues and fulfil standard service requests, while maintaining a service excellence mindset. In this role, the postholder will be the first point of contact for staff and students. They will be expected to demonstrate service excellence looks like at the University.

The IT Service Desk Analyst plays an active role in contributing the Service Desk team’s capability and is expected to uphold best ITIL and customer service practices.

**Key responsibilities, accountabilities and duties**

* Provides basic troubleshooting and resolution for common IT issues such as password resets, software installations and connectivity problems. Uses remote tools and diagnostic utilities for troubleshooting.
* Assists users with operating system issues and basic application support.
* Escalates more complex issues to more experienced Analyts.
* Logs all incoming tickets with detailed and accurate information, ensuring a high standard of data accuracy.
Maintains the service desk queue, ensuring assigned tickets are resolved within the agreed service levels.
* Uses the internal knowledge base to find solutions to technical issues and deliver request fulfilment and follows standard procedures.
* Communicates effectively with users to keep them informed about the status of their requests and incidents, ensuring a high level of customer satisfaction.
* Identifies opportunities for continuous improvement within the IT Service Desk and assists with the implementation of process enhancements.

**IT Services responsibilities, accountabilities and duties**

* You will be expected to demonstrate a commitment to the IT Services Practice Charter and the University’s values. The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
* You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

**Person specification**

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| **Experience/education/qualification background:** | * Proven experience of delivering excellent customer service.
* Good understanding of Microsoft products, standard operating systems and mobile devices.

**Desirable qualifications:** * Microsoft Technology Associate (MTA)
* CompTIA IT Fundamentals (ITF+)
* SDI Service Desk Analyst
* ITIL Foundation V4
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| **Competency (Professional, technical or behavioural)** | **Level** | **Essential** | **Desirable** |
| **Customer service techniques:** Techniques for identifying, gathering and validating customers' needs in the delivery of IT services. | Familiar with | X |  |
| **Service level agreements:** The purpose and composition of a service level agreement (SLA) — the relationship between an SLA, an OLA (operational level agreement) and an underpinning contract for the supply of services. | Aware of  |  | X |
| **BYOD:** The policy of permitting employees to bring personally owned mobile devices (laptops, tablets, smart phones etc) to their workplace, and the implications of using those devices to access privileged company information and applications consistent with safeguarding corporate systems and data, taking account of security and confidentiality requirements. Also called bring your own technology (BYOT), bring your own phone (BYOP) and bring your own PC (BYOPC). | Aware of |  | X |
| **Operational/service architecture:** Knowledge of the IT/IS infrastructure and the IT applications and service processes used within own organisation, including those associated with sustainability and efficiency. | Aware of |  | X |
| **Infrastructure/system security:** The security threats and vulnerabilities that impact and/or emanate from system hardware, software and other infrastructure components, and relevant strategies, controls and activities to prevent, mitigate, detect and resolve security incidents affecting system hardware, software and other infrastructure components. | Aware of |  | X |