JOB DESCRIPTION

Job Title:	IT Service Desk Analyst
Department / Unit:	Information Services
Grade:	RHUL 6
Accountable to:	IT Service Desk Team Leader
Accountable for:	N/A

Purpose of the Post

The post is within the Service Delivery Group of the IT Department and is based in the IT Dept office in Huntersdale and the IT Support office in the Library.

Reporting to the IT Service Desk Team Leader, the post holder will work within the IT Service Desk team to provide both proactive and reactive effective support for staff and students in a variety of ways including Telephone, email, and face-to-face support at the Service Desk.

Key Tasks

- Provide a central point of contact between all of the staff and student population at RHUL and the IT department to manage all Incidents and Requests.

2. Provide problem diagnosis and resolution for a wide variety of hardware and software related issues. Escalate support issues to specialist technical staff or line management as appropriate.

3. Maintain an effective balance between phone, email and face-face customer interactions.

4. Day-to-day support and troubleshooting of core software systems and application packages in use by the business, staff and student population.

5. Ensure all calls within own team meet agreed Performance Indicators.

6. Manage all calls in other teams including 3rd party suppliers to meet Performance Indicators.

7. Provide input on ways to improve service quality, service levels and services offered.

8. Install, configure, and maintain operating systems, networking, device drivers, security patches, web services, and printing services following institutional standards and best practices.

9.   Provide day to day operation of the Colleges printing system.

10.   To deliver training advice to students, administrative and academic users.

11.   To participate in projects which establish or improve services, either for internal departmental use or for our staff and student users.

12.   To keep abreast of new technology and to develop such skills as are required to remain effective in this role.

13.   Provide input to the IT Service Delivery Team on ways to improve service quality, service levels and services offered.

14.   To assist with maintaining the inventory of IT equipment across the campus.

15.   To undertake any other tasks as requested by the Service Desk Team Leader.

Key Performance Indicators:

- Improve response and resolution times for support calls and service requests.
- Line manager's satisfaction and feedback from other members of the RHUL IT team and customers on:

    o Customer Satisfaction
    o Communication skills
    o Quality of work.
    o Speed and effectiveness.
    o Quality of collaboration and relationships.

Policy & Process:

- Ensure best practice is followed throughout.

- Ensure all applicable RHUL policies, procedures and working practices are adhered to.

Skills / experience:

- 2 years minimum experience in IT Support role.

- Advanced knowledge of Microsoft OS and relevant technologies, desktop and laptop h/w platforms and software applications.

- Knowledgeable in supporting MAC OS and hardware.

- Exceptional customer service skills and ability to display a service culture.

- Ability to manage multiple competing priorities

- Ability to remain calm under pressure

- Excellent Verbal and written communication skills across broad business spectrum.

- Analytical and organised approach to work.

- Able to demonstrate a methodical but flexible approach to problem solving.

- Ability to work to deadlines and manage own workload effectively.

- Knowledge of University policies and procedures.

Interpersonal Skills:
- Ability and commitment to work effectively within a team, including sharing of information and workload.
- Customer care and quality of delivery focussed.
- Energy and enthusiasm, "Can do" attitude – good team work.
- Good problem management and problem solving skills.
- Good interpersonal and consultative skills.
- Good time and resource management skills.
- Self motivated and capable of working with the minimum of supervision.
- Ability to communicate effectively at all levels.

Working Hours:

This post is 09:00 – 17:00 however this may change dependent on customer demand and staffing levels. There may be occasions where work outside these hours will be required.