



JOB DESCRIPTION

Job Title:	IT Service Desk Analyst
Department:	IT Services
Job type:	Professional Services
Grade:	6
Accountable to:	IT Service Desk Manager
Accountable for:	N/A
Purpose of the Post	
<p>The post is within the Service Delivery section of the IT Department and is a hybrid working role with 1 day per week based in the IT Support office in the Library.</p> <p>Reporting to the IT Service Desk Manager, the post holder will work within the IT Service Desk team to provide both proactive and reactive support for staff and students.</p> <p>The Service Desk is the central point of contact for IT across the organisation and provides first and second line support on behalf of the Department. The role holder will ensure that all calls are logged, categorised, and assigned appropriately and are triaged or resolved accordingly, working with the IT Service Desk Supervisor and IT service Desk Manager to monitor and report on workload and call quality.</p>	
Key Tasks	
<ol style="list-style-type: none"> 1. Provide an IT central point of contact for the staff and student population at RHUL, to handle all enquiries, incidents and requests received. 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 to face customer interactions. 4. Support and troubleshooting of core software systems and application packages in use by the staff and student population. 5. Install, configure, and maintain operating systems, networking, device drivers, security patches, web services, and printing services following institutional standards and best practices. 6. To deliver training advice to staff and students. 7. Provide input on ways to improve service quality, service levels and services offered. 8. To participate in projects which establish or improve services, either for internal departmental use or for our staff and student users. 9. To keep abreast of new technology and to develop such skills as are required to remain effective in this role. 10. Any other duties as required by the line manager or Head of Department that are commensurate with the grade. 	

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department: IT Services

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A Level standards	X	
Certified at Foundation level in ITIL		X
Skills and Abilities		
Skilled in use of remote support software		X
Hardware & software installation and support	X	
Knowledge of Win10 and Mac OS	X	
Knowledge of Linux operating systems		X
Supporting mobile devices		X
Ability to write & follow documentation	X	
Proven customer care skills	X	
Ability to work to deadlines & prioritise tasks	X	
Excellent written & verbal communication skills	X	
Self-motivated and also proven team working skills	X	
Proven organisational & time management skills	X	
Experience		
Experience in a customer services role	X	
Experience in using service management software	X	
Other Requirements		
Occasional scheduled & unscheduled out of hours work	X	