Job Title: Senior Service Desk Analyst
Grade: 5
Salary: £26,038 to £30,505 per annum, pro-rata if part-time
Department: Digital Services
Hours/Contract: Full-time or job share, Permanent
Job Family: Management and Administration
Reference: 10334

Role Purpose

To provide a professional, customer-focused, single point of contact for all Digital Services customers through which they can obtain help and support for the full range of services. Assist with day to day line management of the Service Desk and supporting the Divisional Operations Manager with software licence management tasks.

Context

The team supports the full range of Digital services including:

Managed desktops and notebooks, a wide range of specialist software (>100 applications), email and calendaring (based on MS Exchange), networked printers, provision of equipment in teaching rooms, lecture theatres and open access computer areas, a Virtual Learning Environment, web, print and moving image design and publishing facilities, the networking infrastructure (including wireless), as well as the large business applications which support finance, HR/ payroll, student records and many other business areas. (The full set of services is outlined in the Digital Services Portfolio.)

The team has the following main functions:

1. It performs a first line support role for all of Digital Services, handling telephone calls, emails and arranging customer appointments relating to incidents, service requests and enquires. It has excellent understanding of the way in which customers across the University depend on IT. It has a very broad knowledge of all services provided by Digital Services and is thus able to resolve 80% of all calls. It uses judgement to prioritise, classify and diagnose issues. It uses system management tools to take actions such as creating accounts, resetting passwords, increasing file quotas etc. It documents all actions taken in the call handling system and escalates calls which cannot be resolved at first line to the second line or appropriate third line specialist team as required. It maintains ownership of all calls until resolution and takes responsibility for customer communications throughout.

2. It registers customers with IT accounts and plays a key role in the planning and management of student registration at the start of the academic year.

Resources Managed

1. Offers technical support to 22,000 registered users of central Digital Services.
2. Offers support across the full range of Digital Services

Main Duties and Responsibilities

Service Management & Support

You will ensure that we provide a high-quality face to face, telephone, and email support service for people who need help with the University IT systems.

- Identifying opportunities to increase first call or first line resolution rates, and make suggestions to the Service Desk manager on how to improve these processes.

- Analysing previous incidents to identify trends and reoccurring problems.

- Monitoring the backlog of incidents and requests and working with resolver teams across Digital Services to keep this within our defined tolerances.

- Performing functional escalations of complex queries to the relevant second or third line teams, discussing in advance where necessary to ensure correct routing of queries.

- Responding to hierarchical escalations in a sensitive manner and escalating these to the Service Desk Manager or Head of Workplace Technology Services when appropriate in accordance with the complaint handling process.

- Providing advice and guidance on good practice for the use of University IT systems within University policies and relevant legal frameworks such as the Data Protection Act.

- Provide advice and guidance on all first-line aspects of the University's Digital Services portfolio, such as key contacts.

You will provide support and supervisory guidance to other colleagues in the Service Desk.

- Line managing the Service Desk Assistants.

- Planning and preparing shift rotas to ensure operational efficiency.

- Coaching and developing new and existing staff to achieve their full potential.

- Contribute to annual appraisals for all members of the Service Desk, and perform the appraisals of Service Desk Assistants.

- Providing other team members with guidance on the handling of queries.

- Organising, planning and prioritising the day-to-day work of the Service Desk so that they meet the department's service level objectives.

- Supporting Service Desk Analysts handling complex queries and being a point of escalation, as necessary, to ensure rapid and accurate resolution.

Communication & Documentation

You will ensure that we communicate well with our customers, giving them the information, they need.

- Maintaining up to date information on help pages, user documentation and internal knowledge bases.

- Reviewing and distributing communications from Digital Services to various user communities.

- Managing telephone and web-based service announcements to provide information about planned service maintenance and the progress of major incidents.

- Communicating with service users at all stages in the resolution of their issue, explaining the actions being taken, managing expectation and advising on expected resolution time.

Software Procurement and Licence Management

You will process requests from the university community for new and existing software. To achieve this, you will:

- Liaise directly with customers to understand their requirements and give advice about software licence options, passing on complex / high value requirements to the Divisional Operations Manager if required.

- Check licence agreements to ensure they permit use by the University and compliance is possible.

- Assist the Divisional Operations Manager with collaborating with vendors and resellers, procuring new software and managing annual renewals.

- Analyse performance with respect to new requests, supplier responsiveness and value for money and report these with suggestions for improvements to the Divisional Operations Manager. Concisely record all software asset information.

- Support the Divisional Operations Manager with any other software management-related tasks.

Personal Professional Development

- Maintain skills and knowledge in line with the needs of the service and any future career aspirations

Internal and External Relationships

Staff, students, associates, NHS staff and members of the public.

Frequency: Daily via telephone, email and in person

Reason: Answering service requests, enquires and incidents

Planning and Organising

The role is substantially reactive in that the candidate responds to customer calls and service incidents as these arise.

Qualifications, Knowledge and Experience

Essential

- Educated to A Level, ONC, NVQ3 or equivalent level and significant experience of working in a customer support role within an IT service*

- Extensive experience of using and providing guidance in the following:*

  o Microsoft Windows and Office
  o File management
  o Anti-virus software
  o Internet browsers
  o Email systems and SPAM management

- Excellent knowledge of the role of Service Desk in ITIL incident management and complaint handling processes

- Excellent, broad knowledge of all services provided by an IT department

Desirable

- Experience of supervising or managing staff, including the planning of workloads based on priority

- Experience working using organisational policies, including financial, procurement and data protection

- Knowledge of procurement and software licensing principles.

- Knowledge of software asset management principles.

Skills, Abilities and Competencies

Essential

- Empathetic towards customers. Polite, courteous and able to explain complex issues in a clear and concise manner*

- Excellent verbal and written communication skills to communicate with staff, students and suppliers *

- Excellent organisational & time management skills. Able to make judgements about workload priorities*

- Able to match a customer's style of communication and defuse tension.

- Able to adjust quickly to new situations and changing priorities.

- Able to learn new skills quickly.

- Able to solve problems by applying an enquiring and logical approach.

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.