Digital IT – Job Description

DIGITAL IT
University of Salford MANCHESTER

Function: **Digital Services**
Role Title: **Service Desk Analyst (G4)**
Reports To: **Head of Technical Services**

Overview

Digital Services (DS) refer to the application of business and technical expertise to enable the creation, management, and optimization of or access to information and business processes. This function is the first point of contact for end user issues and is supported by Digital IT Service Desk, Technical Services and Operations Management.

Service Desk Analyst act as the first point of contact on the Digital IT Service Desk for all university stakeholders (including staff, students, and associate members). Responsibilities include receiving and recording all contact from University IT users, resolving, or escalating IT based incidents and fulfilling IT based service requests.

The Service Desk operates from 08:00-17:00. The successful candidate is also expected to be flexible by responding to changes in their shift to support the Service Desk and University where required.

Responsibilities

- Receive and record all contact from IT customers who contact the Digital IT Service desk by varied channels of communication (these are termed as cases and can be either Incidents or Service Requests) using the Enterprise Service Management (ESM) tool.
- Interpret customer information, advise the customer appropriately, and progress the resolution (of IT faults) or fulfilment of requests appropriately. This could include performing an initial assessment of all incidents using scripts, knowledge base, taught knowledge, and best practice; and may lead to a first attempt at incident resolution and/ or referral to 2nd and 3rd line support within DIT.
- Work within guidance of the Service Desk Policy, following case management processes
- Assist in the regular collection and/ or request of management information
- Reassure and set customer expectations by tracking cases and keeping the customer informed on progress

Salford behaviours

- **Achieving**: Takes accountability to make things happen and see things through for the benefit of the University and its students
- **Evolving**: Creates a better future through a constant focus on improvement and innovation
- **Connecting**: Consciously connects with people to build trusting relationships over time and helps others to form networks that will support them in their work and learning
- **Learning**: Takes personal responsibility for their learning journey and actively contributes to the University's learning culture and the learning experience of its students

Qualifications – Professional Skills Certifications

- A good standard of general education with GCSE (or equivalent) in both English and Maths

Background & Experience

- Experience of working on an IT support desk using case management tools, Service Level and Operational Level Agreements, internal policies and business processes.
- Experience of working to ITIL best practices

Skills Framework for the Information Age (SFIA) - IT Skills & Competencies

Skill name & key responsibilities	SFIA Level	SFIA skill-level description selected for this role
Service level management	2	Monitors and logs the actual service provided, compared to that required by service level agreements.
Specialist advice	4	Actively maintains knowledge in one or more identifiable specialisms. Provides detailed and specific advice regarding the application of their specialism(s) to the organisation's planning and operations. Recognises and identifies the boundaries of their own specialist knowledge. Collaborates with other specialists, where appropriate, to ensure advice given is appropriate to the needs of the organisation.
Knowledge management	2	Maintains a knowledge management database by leveraging knowledge of a specialism in order to capture and classify content, taking expert advice when required.
Security administration	2	Receives and responds to routine requests for security support. Maintains records and advises relevant persons of actions taken. Assists in the investigation and resolution of issues relating to access controls and security systems.
Incident management	3	Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.
Customer service support	3	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity, and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity, and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality, and socio-economic background.