

Job Description and Person Specification for: IT Service Desk Support Analyst
Department:
IT

Reports to:
Head of IT / IT Director

Salary (Band/Annual/Pro rata):
B

Responsible for:
No line management responsibility

Hours per week/FTE:
1.0 FTE (36.25 hours per week)

Working Pattern:
Monday to Friday 8:45 – 17:00 /
Monday to Sunday: 5 out of 7 days

Job Purpose/Summary:

The IT team provides IT, network, infrastructure and ongoing support for the Health Sciences University. This includes desktops, laptops, mobile devices, audio visual equipment, hosted telephones and applications to support the work of students and staff.

The IT Service Desk Support Analyst will play a crucial role in providing technical support to students and staff, ensuring the smooth operation of our IT systems and services. This includes taking phone calls from users or helping them in-person, as well as online using the HSU service desk platform.

Main Responsibilities/Key Tasks:

- Providing first point of contact first line IT support to staff, students, and visitors, ensuring all contact with users is recorded accurately in the IT Service Management tool, TopDesk.
- Utilising skills, experience, and documented knowledge to provide solutions to users for most reported issues.
- Providing a timely and accurate response to Service Desk requests, delivering both a quality and volume-driven service with a high first contact resolution rate, working to agreed SLA thresholds.
- Escalate more complex or time-consuming issues to 2nd or 3rd line support teams.
- Developing a broad understanding of the University's organisational structure, business functions, strategic aims, and key stakeholders to accurately assess the impact of issues.
- Prioritising and managing several open cases and projects simultaneously
- Carrying out remote desktop support to resolve minor issues.
- Contributing to the creation and maintenance of TopDesk knowledge base articles, ensuring documentation is accurate and easy to follow.
- Assist users to make more effective use of systems, devices, products, and services.
- Undertaking small projects as requested by the IT Director.

Additional Duties

- To demonstrate support for the University's commitment to equal opportunities and its Dignity, Diversity and Equality Policy.
- To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility.
- To demonstrate support for the University's Safeguarding Policies.
- To undertake other activities identified from time to time commensurate with the level of the post.

Requirement:	Essential:	Desirable:
Education, Training and Qualifications	<ul style="list-style-type: none"> Minimum GCSE grade C / 4 in English Language and Mathematics 	<ul style="list-style-type: none"> IT Apprenticeship or BTEC National Diploma or equivalent in an IT related Subject.
Skills and Knowledge	<ul style="list-style-type: none"> Experience of providing advice and guidance on a range of Microsoft Applications. Knowledge and familiarity of Windows desktop operating systems Practical experience of providing hardware support for networked PCs and laptops 	<ul style="list-style-type: none"> A good understanding of network infrastructure and protocols. Including supporting wireless networks on a wide variety of devices including tablets and mobile phones.
Experience	<ul style="list-style-type: none"> Experience of working in a customer facing IT support role, with a commitment to excellent customer service. Experience of dealing with customers on the telephone, and must have an excellent telephone manner. Experience of dealing with customers face to face. Able to work in a disciplined manner following agreed procedures. 	<ul style="list-style-type: none"> Experience of hardware and software installation, troubleshooting and repair. Experience within IT service delivery. Knowledge gained in a higher-education environment
Personal Attributes	<ul style="list-style-type: none"> Ability to explain complex information in a calm, simple and concise manner Capable of effective multi-task working, identifying and managing priorities Willingness to take on a wide variety of tasks and to learn new skills 	
Other Requirements	<ul style="list-style-type: none"> Occasional travel between the University's sites in London and Bournemouth 	

NB: The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.

Health Sciences University is committed to equality of opportunity and welcomes applications from everyone regardless of ethnicity, gender, age, faith or sexual orientation.

January 2025