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**Job Description**

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| **Job title:** | **Service Analyst** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Service Analyst/Engineer** |
| **Grade:** | **G5** |
| **Location:** | **University of Bath Sites & Hybrid** |

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| **Background Information** |
| The University of Bath (UoB) is embarking on the next stage of its digital transformation journey. A key part of this is to transform the way in technology services are delivered. The Digital, Data & Technology Department (DDaT) is a passionate community of technical experts who provide digital, data and technology services that are accessible, relevant, and secure. We are motivated by helping people solve problems, be more effective in what they do today and innovating to raise the bar of what can be achieved in future.  Significant change in service provision is anticipated and it is vital to have effective, proactive engagement with other departments and faculties. This will address a key improvement required within the Evolution project to develop and maintain strong partnerships with key stakeholders to deliver greater efficiency, coherence, cooperation and coordination. |

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| **Job purpose** |
| The post-holder will be part of a team responsible for the provision of IT Delivery and/or Audio Visual Support Services for the University.  The Service Analyst will provide a professional, effective, knowledgeable, and rapid support for all IT and/or Audio-Visual equipment and services (supported by DDaT) to staff and students as needed in the University. They will triage, resolve, or escalate support calls within agreed timescales using IT Service Management principles and logging system.  They will assist with the deployment, removal and basic maintenance/support of all technology equipment supported by DDaT across all University spaces. This role will involve frequent handling of heavy objects/materials and occasional heavy lifting. They will assist with field support for all IT and/or Audio-Visual equipment supported by DDaT. The post-holder may be required to respond to urgent requests at short notice and so will need to be mobile across campus.  Standard Support only  The post-holder may also be part of the team responsible for ensuring the smooth operation of the IT Delivery & Operations Service Desk ‘counter’ (and associated booking and loan services for staff and students); and for the initial triage of support requests received. |

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| **Source and nature of management provided** |
| Senior Service Analyst, Engineer or Senior Engineer |
| **Staff management responsibility** |
| No line management responsibility |

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| **Special conditions** |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. This will form part of your substantive role and you will not receive additional payment for these activities.  This post may be identified as one requiring the post holder to work outside of the standard university hours, including evenings or weekends. Reasonable notice will be given should this become a requirement of the role.    Annual leave may be restricted during peak workload periods.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
| **1** | **Service Desk Support:**   * Use the IT Service Management System to record, monitor, and forward IT problems received in person, by email or telephone or self-service. * To resolve service desk queries and respond to a range of standard and unforeseen IT support requests following agreed procedures and within any agreed SLAs (referring upwards or escalating to other 2nd line/3rd line support teams when appropriate) * Will work under routine supervision. Under guidance, triage support requests and allocate/escalate to team members and other teams. * When/if assigned to the Service Desk will manage booking and loan services: providing advice as appropriate and logging activity using agreed procedures and systems. * Identify and resolve issues with applications, following agreed procedures and carry out agreed applications maintenance tasks. * Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures. * 1st line and/or 2nd line field support for all DDaT supported IT and/or Audio Visual equipment: including installation; maintenance; troubleshooting and resolving issues within agreed SLAs (escalating when necessary); removal or replacement. * Assist in commissioning of new technical areas including specialist Audio Visual and/or IT equipment, control systems, and audio induction loops. |
| **2** | **Development:**   * Provide assistance to users in a professional manner following agreed procedures for further help or escalation and contribute to the development of installation procedures and standards. * Take responsibility for own workload and keep others informed, highlighting potential problems, and suggesting solutions to ensure continuity of service delivery. * Advise line manager of recurring issues so that these can be included in systems/process reviews. * Participate in the professional development of the team and take responsibility for developing own knowledge with appropriate training or other opportunities (such as shadowing members of other DDaT support teams). |
| **3** | **Additional Duties:**   * Communicate effectively with customers, team members and colleagues across the University. * Develop, document, and implement changes based on requests for change whilst applying change control procedures. * Take part in the evaluation of new services and technologies where appropriate. * Assist in the delivery of specific projects when required, drawing on available resources to provide recommendations, designs, costing, deployment, and technical testing. * Use system management software and tools to collect agreed performance statistics and carry out agreed system software maintenance tasks. |
| **4** | **General:**   * Undertake any other activities assigned from time to time by the University. * Occasional travel may be required to support University sites not located at Claverton Down campus. Other occasional travel may be required, for example to user groups or conferences. * The post holder is required to always follow University policies and procedures and take account of UoB guidance. |
| **Commitment to the University’s Effective Behaviours Framework**  As a holder of the Association of University Administrators Mark of Excellence Award, the University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Professional Services staff are expected to exhibit these behaviours with a commitment to on-going personal development in these areas. Further details are outlined in the person specification. | | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to A level or equivalent qualification or experience in a related field | X |  |
| ITIL Foundation Level Qualification |  | X |
| Other relevant IT or AV qualifications |  | X |
| Full UK driving license |  | X |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of supporting IT or Audio Visual hardware, software, and services | X |  |
| Knowledge of computer hardware and software including desktop PCs, laptops, and mobile devices |  | X |
| Experience of installing, using, and administering one or more computer operating systems such as Microsoft Windows, Mac OS and Linux |  | X |
| Confident user of Microsoft Office products and able to provide advice and support on these products | X |  |
| Experience of using email and calendaring software (preferably in a business or academic environment) | X |  |
| Experience in a customer support environment: providing empathetic customer care skills and the desire to deliver the best possible service to people from a variety of backgrounds and professional levels |  | X |
| Experience of using and configuring one or more mobile device platforms such as iOS, Android, etc. |  | X |
| Knowledge of Audio Visual hardware and/or software |  | X |
| Knowledge of IT networking |  | X |
| Experience of using a service desk system |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Technical competence and proven troubleshooting skills | X |  |
| Excellent organisational skills | X |  |
| Strong written and verbal communication skills | X |  |
| Ability to work with HE staffs at all levels including senior managers | X |  |
| Ability to assimilate new support tasks, while retaining and developing established ones | X |  |
| Ability to work within a changing business and technical environment | X |  |
| Ability to inform and consult with both staff and customers | X |  |
| Ability to deal with confidential and sensitive information with tact and discretion | X |  |
| Technical competence and proven troubleshooting skills | X |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. They do not examine technical competence, rather they identify the behaviour patterns that are valued due to them being consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**   * Willing and able to assess and apply own skills, abilities, and experience. * Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**   * Providing the best quality service to all students and staff and to external customers e.g., clients, suppliers. * Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**   * Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. * Identifying opportunities for innovation. |
| **Embracing change:**   * Adjusting to unfamiliar situations, demands and changing roles. * Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**   * Making effective use of available resources including people, information, networks, and budgets. * Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**   * Seeing the work that you do in the context of the bigger picture e.g., in the context of what the University/other departments are striving to achieve and taking a long-term view. * Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**   * Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills, and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**   * Working co-operatively with others in order to achieve objectives. * Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**   * Planning and organising workloads to ensure that deadlines are met within resource constraints. * Consistently meeting objectives and success criteria. |