Prifysgol Abertawe
Swansea University

Job Description: Professional Service Positions

Faculty/Department:	Digital Services
Job Title:	IT Service Desk Analyst
Department/Subject:	Digital Services
Salary:	Grade 5 £25,138 - £27,979
Hours of work:	35 hours per week Normal service hours during University term time are 7am-6pm five days per week (subject to change). The post holder will have a flexible and adaptable approach to working patterns which will include working non-standard hours to cover activities including Open Days, Student Arrivals and other key University events.
Contract:	This is a permanent position
Location:	This position will be a dual campus role, that will require the successful candidate to work in an agile manner.

Introduction	Swansea University is a progressive institution balancing teaching and research, achieving a top 30 ranking in recent league tables and maintaining an excellent track record in Student Experience and Employability. Working in Swansea University provides you with an opportunity to work with inspirational people on a variety of projects to improve the experience for staff and students and support research that will make a real difference to the world. The University and IT Services encourages different thinking and provides space to try out new approaches and tools, enabling this different thinking, whilst ensuring business needs are met.
Background information	IT Services are going through a rapid period of transformation, and reimagining our Service Desk provision to meet the challenges of supporting and enabling a wider £20m investment in IT Services (in areas such as Cyber Security and Networking) will be a key foundational element. The vision will be to reconnect our IT support provision with our customer's needs, professionalise our services, save us all time and bridge the capability gaps we have. The new IT Service Desk team will be customer facing and will set standards in customer advocacy and engagement. Offering specialist support, advice and owning the resolution of Incidents and Requests for customers in a timely and efficient manner will be the cornerstones in achieving our vision. As a Grade 5 IT Service Desk Analyst, you will support and enable your colleagues to provide effective, consistent, and high-quality IT and AV support services and will act as a senior member of our 1st Line team. This will involve activity such as Service Improvement initiatives, providing coaching and advice to improve team performance, as well as promoting the goals of the Service Desk.

	You will play a key role in ensuring that the IT Service Desk processes and procedures are used to best effect, and you will be an escalation point for Incidents or Requests that are complex or controversial. As a Grade 5 IT Service Desk Analyst, you will strive to find a balance between technical and problem-solving skills, and communication and customer service skills.
Main Purpose of Post	1. Reporting directly to the IT Service Desk Coordinator (First Line), the IT Service Desk Analyst will ensure that processes, knowledge and procedures are used to best effect in everyday support activities 2. Use the Incident Management and Request Fulfilment processes, in line with IT Service Desk objectives to resolve as many Incidents and Requests as possible within the IT Service Desk team (using all appropriate data sources such as historical incidents or requests, knowledge bases, experience and skills within the team) 3. Investigate and collaborate where applicable on any such Incidents or Requests escalated from fellow IT Service Desk Analysts 4. Liaise with customers to ensure that Incidents and Requests resolved elsewhere in IT Services, are completed to the customer's satisfaction 5. Contribute to creation, review, and maintenance of knowledge base articles, to assist with ongoing incident or request resolution 6. Carry out processes and procedures across the campus sites to help ensure the availability of IT, AV and conferencing equipment and services (e.g., open access PC labs, teaching rooms, meeting rooms, printing facilities, etc); investigate, develop, and maintain such processes and procedures where none exist 7. Visit customers at their desk, in teaching spaces or suitable on-campus space, to help investigate, remediate, or resolve operating issues with the equipment or services 8. Ensure compliance with legal and regulatory requirements in respect of equality and diversity, data protection, copyright and licensing, security, financial and other University policies, and procedures as appropriate 9. Continually seek and act on feedback to learn and develop as a professional taking responsibility for own CPD and act as a role model for colleagues. Looking for opportunities to constantly improve people and process, all IT staff are expected to develop for personal and professional growth or where it may be operationally required
General Duties	1. To fully engage with the University's Performance Enabling and Welsh language policies 2. To promote equality and diversity in working practices and to maintain positive working relationships 3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture 4. Any other duties as directed by the Head of Faculty / Department or their nominated representative expected within the grade definition 5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy
Professional Services Values	All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have. **We are Professional** We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality **We Work Together** We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-

	operation and challenge to deliver services that strive to exceed the needs and expectations of customers.
	We Care We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.
Person Specification	**Essential Criteria:** **Values:** 1. Demonstrable evidence of taking pride in delivering professional services and solutions 2. Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers 3. Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience **Qualification:** • GCSE Maths and English to Grade C or above (or equivalent) • Level 3 or higher IT related qualification **Experience, Knowledge and Skills:** • Experience of providing excellent customer support, as part of an IT Service Desk - or as an IT or AV technician or similar role • Experience of working within and across teams to motivate and support colleagues, resolve customer enquiries and deliver team objectives • A wide and current knowledge of a broad range of applications, platforms and IT and/or AV equipment • Evidence of horizon scanning, to identify industry trends and innovation • Excellent verbal and written communication skills • Ability to accurately capture, diagnose and resolve IT or AV related issues, using standard repeatable processes • Demonstrable ability to creatively troubleshoot problems using a variety of problem-solving techniques to provide a solution. • Demonstrable ability to work accurately and confidently with technology • Demonstrable ability to multi-task, working across contact channels, delivering support in multiple locations to customers with diverse needs • Ability to support delivery of continual improvement across Service Desk processes • Experience of working with performance targets and measurements, including evidence of assisting with performance improvements **Welsh Language:** Level 1 – 'a little' (you do not need to be able to speak any Welsh to apply for this role) *e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use of learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.*

4 of 4	For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here. **Desirable Criteria:** • Ability to communicate in Welsh • Direct University IT or AV experience and / or other public sector experience • ITIL v3 or v4 Foundation • Evidence of continual professional development and deployment of relevant professional skills • Vendor certification (Microsoft, Cisco, VMWare, AWS, etc)
Additional Information	Informal enquiries: Rhian Clarke 1st Line Service Desk Team Leader, r.g.clarke@swansea.ac.uk