

## IT and Digital Directorate

**Job Title:** Service Desk Analyst

**Grade:** 3

**Responsible to:** Service Desk Manager

### Context of the Service Desk Analyst

Our Vision is: *“Exceptional environments that enable talented and creative minds to grow”*

Falmouth Exeter Plus manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and the wider, universities partnership, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

In support of that vision, the IT & Digital mission is to *“Drive Innovation and Deliver Trusted Technology”*. As a Directorate we continually strive to do this through the provision of a wide range of IT and Digital Services to our customers. We support over 10,000 users with over 20,000 connected devices across Cornwall and the world.

Working as a strategic partner to our customers we provide a source of challenge and innovation bringing positive digital disruption to; learning, teaching and research in support our customers missions in Cornwall.

The Service Delivery Section of the IT & Digital Directorate comprises of three operational teams:

- A Service Desk team is responsible for supporting our customers from the first point of contact, striving to resolve incidents and service requests as quickly and efficiently as possible. The team ensures that all calls are categorised and triaged effectively and manages any hand over to other support teams while maintaining clear communications to the customer.
- The End-User Devices team is responsible for the design, build, deployment and support of all end user devices such as; laptops, desktops and audio-visual equipment, the team are also responsible for; packaging, deployment and support of software solutions used on the end user devices.
- Our Platform and Infrastructure team design, build and maintain core infrastructure technologies such as local and wide area network (including Wi-Fi), server-based compute and storage (both on premises and Cloud), corporate telephony and services such as email and anti-virus.

FX Plus IT & Digital Directorate operates, maintains and develops a complex and diverse technical eco-system through a combination of its in-house teams and strategic partnerships with world leading technology companies. We also work closely with the technology partners of both Falmouth University and the University of Exeter. Our Enterprise class network and unified communications platform provides connectivity services to over 20,000 devices across both the wired and wireless network. Supporting and maintaining over 260 virtual servers and over 330TB of storage on premise; we are actively migrating to cloud-based technologies to improve flexibility and resilience of our services while transforming collaboration capabilities.

### Overall purpose of the Service Desk Analyst

The Service Desk team, within the Service Delivery Section is responsible for providing the first point of contact for all users of FXPlus IT and Digital services. This role ensures that all interactions with customers are logged, assessed and, where possible, resolved without escalating to another team. Working with the Service Desk Technicians this role holder will strive to resolve user issues utilising the knowledge provided by the other IT & Digital teams. The identification of emerging issues and escalation to the correct area of the IT & Digital Directorate and providing the continuity of the customer support experience during the resolution is a key purpose.

## Main Duties

- Be the first point of contact for customer enquiries, ensuring that all online, email, phone and face-to-face requests are captured with adequate information to assess, triage and resolve within service level targets
- Wherever possible, respond to, troubleshoot and resolve incidents and service request at first point of contact through the use of knowledge articles, scripts and standard process
- Provide location-based audio-visual support
- Monitors assigned support queues and resolves incidents and service requests assigned within the Service Level Agreement, re-assigning if needed within Operational Level Targets
- Updates and contributes to knowledgebase articles, supporting team members in understanding and applying to incidents and service requests
- Assist with the identification of patterns of incidents
- Advises on the selection of standard hardware and software, to use for specific purposes, from the published catalogue
- Communicate professionally, striving for customer excellence
- Work within a rota for location-based support across the multiple campuses where required

## General Duties

- Contributes to delivering an IT and Digital service to fit the needs of a Higher Educational Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Is vigilant with regards to digital security and leads by example by understanding the threats, identifying vulnerabilities and reporting anything which could damage the reputation and systems of the universities.
- Maintains good records, documenting actions in appropriate systems.
- Embraces the principles and concepts of the frameworks and standards adopted by IT & Digital. These include ITIL, PRINCE2, MoP and ISO20000.
- Delivers a level of customer service which meets and exceeds the expected standards. Ensures all people are dealt with efficiently and with appropriate regard to their needs.
- Undertakes reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agrees personal and team objectives and works to achieve them, developing both individually and collectively.
- Actively participates in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

## Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see <http://www.sfia-online.org/en>.

Skill (Level)	Skill Description	How we may assess
<b>Systems installation/de-commissioning (Level 1)</b>	Following agreed procedures, performs simple installations, replaces consumable items, checks correct working of installations, and documents and reports on work done.	Application; Interview; Assessment
<b>Change management (Level 2)</b>	Documents changes based on requests for change. Applies change control procedures.	Application; Interview; Assessment
<b>Security administration (Level 1)</b>	Performs simple security administration tasks. Maintains relevant records and documentation.	Application; Interview; Assessment
<b>Application support (Level 2)</b>	Assists in the investigation and resolution of issues relating to applications. Assists with specified maintenance procedures.	Application; Interview; Assessment
<b>Incident management (Level 3)</b>	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.	Application; Interview; Assessment
<b>Customer service support (Level 2)</b>	Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate. Maintains records, informs users about the process and advises relevant persons of actions taken.	Application; Interview; Assessment

## Person Specification

Importance	Personal attribute description	How we may assess
<b>Qualifications &amp; Certifications</b>		
Essential	At least 4 GCSE's at Grade C or above (or equivalent qualifications)	Application
Desirable	ITIL® Foundation certification	Application; Interview
<b>Knowledge, Experience and Skills</b>		
Essential	Some experience in a customer facing environment	Application
Essential	Ability to communicate effectively	Interview; Probation
Essential	Ability to work effectively with a range of different stakeholders, internally and externally	Reference; Probation
Desirable	Aware of service management framework principles and processes.	Interview; Assessment
Desirable	Aware of software deployment technologies, such as SCCM or JAMF	Interview
Desirable	Aware of common cyber threats	Application; Interview
Desirable	Some experience of working in a technical support environment, exhibiting an appropriate breadth and depth of technical knowledge	Application
<b>Personal Behaviours</b>		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation