

## Infrastructure Directorate

**Job Title:** Service Desk Analyst

**Grade:** 3

**Responsible to:** Service Desk Manager

### **Context of the Service Desk Analyst**

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union - the combined students' union for Falmouth University and University of Exeter (Cornwall).

We are a private company limited by guarantee with charitable status, wholly owned by Falmouth University (Falmouth) and The University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

### **Overall purpose of the Service Desk Analyst**

The Service Desk team, within the Infrastructure Directorate, is responsible for providing the first point of contact for all staff and students within Falmouth University, University of Exeter, The Students Union and FX Plus. This role ensures that all interactions with customers are logged, assessed and, where possible, resolved without escalating to another team. The role holder will strive to resolve user issues utilising the knowledge provided by the other technical support teams within the directorate. The role holder will be able to identify emerging issues and escalate to the relevant area of the directorate and provide excellent customer support experience during all interactions.

### **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 requests at first point of contact through the use of knowledge articles, scripts and standard processes.
- 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 them 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 a 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, including 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 3)</b>	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 fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.	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