Senior IT Service Desk Analyst – Job Description

The Role

Job title: Senior IT Service Desk Analyst

Department: Digital Innovation

Responsible to: Digital Operations Manager

Location: Royal Agricultural University, Cirencester

Salary: Grade 6, £28,759.1 to £33,965.6

Term: Full-time; permanent

Relationships with: Staff, students, visitors, external providers and suppliers

Role Purpose

Digital Operations at the RAU brings together Library and IT support expertise to contribute to the development of digital innovation across the University; enabling academic staff, the enrichment of the curriculum, and both face-to-face and distance learning. The Service Desk team provides software, systems and hardware support to staff, students and other users at all RAU campuses.

A key member of the team which delivers a comprehensive, effective and efficient IT and audio-visual support service to the University community, logging and managing requests and incidents in accordance with service level targets.

Making use of extended technical knowledge, this role will undertake a range of duties to ensure the smooth functioning of the RAU's digital systems, working with hardware, software, networks and consumables. Manage workload and allocate tasks of team members. As part of the team, provide first line support to staff, students and other users, providing access to information and resolving issues, using remote desktop access software where appropriate. Act as second line support ie first point of technical escalation, to other members of the Digital Operations team. When necessary, escalate issues to the Digital Operations Manager and other members of the department, monitoring progress and recording the final resolution.

The role is normally based at the Cirencester campus, but is required to work at any RAU UK campus as necessary.

Key Responsibilities

1. Work with the Digital Operations Manager to design and continuously improve the IT Service Desk support offer to stakeholders. Keep up-to-date with developments in the field within the institution and across the sector.

2. Take responsibility for delivering the IT support service within the available resources, across all RAU campuses and international partners. Communicate clearly to and manage expectations of staff, students and other users. Travel to UK RAU sites as necessary.

3. Contribute to the smooth running of the Digital Operations Team, liaising with colleagues in the Digital Architecture Team to develop and disseminate processes and procedures.

4. Support staff, students and other users as appropriate in their use of specific services, products, systems or processes to maximise service quality, efficiency and continuity, enabling the delivery of University goals.

5. Lead the delivery of a range of service support tasks within agreed Service Level Agreements and targets, including logging incidents, requests and responses on the University's IT Service Management tool, providing first line solutions where appropriate, and acting as first point of technical escalation for colleagues. Escalate matters to the Digital Operations Manager, Digital Architecture, or Learning Technology teams as necessary and appropriate.

6. Provide a range of remote and deskside support to end users, across both hardware and software related issues via MS Teams, telephone and email, including where appropriate, those based at the RAU's international partners.

7. Develop an effective knowledge base to inform responses and improve support to staff and students by documenting resolution information in the University's IT Service Management tool. Ensure this knowledgebase is accessed and applied by other team members. Provide guidance and training to other team members.

8. Analyse and interpret data and information, identifying trends and the possible implications and opportunities for continuous improvement activity.

9. Effectively manage workload, scheduling responses to requests and daily tasks, ensuring smooth operations and supporting the resourcing of service provision.

10. Balance creative and technical problem-solving, customer service, and collaboration to ensure that students and staff throughout the RAU and our international partners can access and utilise the software and resources they need.

11. Work with the Digital Operations Manager, the Learning Technology and the Digital Architecture teams to provide appropriate advice, and guidance materials for students and staff to help them make best use of the RAU's digital provision.

12. Liaise with HR to ensure the delivery of appropriate new starter inductions. Issue devices to end users, carryout starter inductions, and update the asset register as necessary. Work with DI Procurement to ensure the asset register is accurate and up to date.

13. Undertake the installation and configuration of application and systems software and of hardware, including computers, mobile devices, printers and network equipment. Act as first

point of technical escalation for other members of Digital Operations Team.

14. Work with suppliers to support allocated project tasks and rectification issues.

15. Liaise with the Estates Team Leader and other members of the Commercial team to facilitate the relocation of IT equipment. Plan and lead the technical delivery of office moves and other programmes of work, engaging with end-users, the Digital Architecture Team and other stakeholders as appropriate.

16. Liaise with DI Procurement to ensure maintenance of an accurate asset register of all the University's end-user IT equipment.

17. Work collaboratively with other departments and the wider University to source and exchange information where required.

18. Work outside of standard hours if needed to meet departmental deadlines.

General responsibilities:

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.

- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.

- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.

- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.

- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.

- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.

- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

University Values

As a University we have chosen five values to underpin our learning community. These are the values which we will all work by and for which we want the RAU to be known. We are:

- Collaborative - we believe in the power of working together. We are stronger as a community of practice - inspiring each other, identifying shared goals, and providing reciprocal support leads to greater success.

- Open-Minded - we are receptive to new ideas and we value the diversity of experiences and skills. We are committed to listening to everyone across the RAU community.

- Resourceful - we adopt creative approaches to achieve our goals while setting higher standards, promoting professionalism and sustainability.

- Responsible - individually and collectively we take accountability for our actions working with integrity to achieve the highest ethical standards.

- Inclusive - we acknowledge the fundamental value and dignity of all individuals and are committed to maintaining an environment that seeks to eliminate all forms of discrimination and respects diverse traditions, heritages, and experiences.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications		
Good standard of education to A Level standard or equivalent	E	A, B
Educated to degree level or equivalent, or holding Professional qualifications in IT	E	A
Clean UK driving licence	E	A
Experience		

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Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
A high level of proficiency in supporting Windows OS, MS Office and desktop applications	E	A, B
Extensive experience in the use and installation of a wide range of desktop software	E	A, B
A high level of proficiency in installing, upgrading and troubleshooting PCs, mobile devices and printers	E	A, B
Experience of leading small teams to deliver a service or programme of works successfully.	D	A, B
Experience of motivating staff and building an effective team	D	A, B
Abilities and Attributes		
The ability to communicate effectively, both verbally and in writing, with students and staff at all levels in the RAU	E	A, B
Ability to plan and organise work effectively, lead a small team and work on own initiative	E	A, B
Physically fit enough to be mobile on foot around campus to cover a wide area	E	A, B
Work across all RAU UK campuses when required	E	A, B
Work outside of standard hours when required	E	A, B

Application Procedure

If you are interested in applying for this role, please send:

- University Application Form together with the Equal Opportunities Monitoring Form available on the University website www.rau.ac.uk – you may attach your up to date CV if you wish to add additional information.

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- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.

- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role

- Informal enquiries can be made to Susan Baker, Digital Operations Manager: Susan @rau.ac.uk

- **Closing date**: 29 September 2024 with **Interviews on:** 09 October 2024

- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.

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