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**Job Description**

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| **Job title:** | **Senior Service Analyst (Standard Support/team lead)** |
| **Department/School:** | **Digital, Data & Technology Department (DDaT)** |
| **Responsible to:** | **Senior Service Manager** |
| **Grade:** | **G6** |
| **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 1st line and/or 2nd line support for all equipment, software and services supported by DDaT.  This team is responsible for the effective response to, investigation of and resolution of all support requests; for the provision of 1st line and/or 2nd line field support for all IT & Audio-Visual equipment and services supported by DDaT.  The Senior Service Analyst will be actively involved in the day-to-day delivery of an effective IT Delivery Service to the University. The post-holder will act as the point of escalation for incidents and changes and will provide technical leadership and expertise in their area.  Standard Support only  The post holder may 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.  This role includes line management responsibilities and will require the post-holder to lead a small team of Service Analysts with responsibility for deploying them in an effective manner as priorities change.  The post-holder will assist in developing IT Delivery and Operations support services, whilst maintaining positive relationships with the customer-base and staff within the Digital Data and Technology Department. |

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| **Source and nature of management provided** |
| Service Manager |
| **Staff management responsibility** |
| Line management of Service Analysts |

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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. |

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| **Main duties and responsibilities** | |
| **1** | **Service Standard:**   * 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 provide first escalation point for Service Analysts in 1st and/or 2nd line support teams for investigating, troubleshooting, and resolving issues when appropriate. * Undertake and/or supervise commissioning of new technical areas including specialist IT equipment & control systems and/or Audio-Visual equipment and systems (such as audio induction loops). * Identify and resolve issues with applications, following agreed procedures and carry out applications maintenance tasks. * Investigate problems in systems and services and assist with the implementation of agreed remedies and preventative measures. * Undertake, and provide first escalation for Service Analysts in performance of, 1st line and/or 2nd line field support for all DDaT supported IT and/or Audio-Visual equipment: including installation; maintenance; removal or replacement; troubleshooting and resolving issues within agreed SLAs (escalating when necessary). * Undertake routine installations and de-installations of items of IT and/or Audio-Visual hardware and/or software within established safety and quality parameters. Correct malfunctions, calling on other experienced colleagues and external resources if required, and document details of all hardware/software items that have been installed and removed. * Aid all in a professional manner following agreed procedures for further help or escalation and contribute to the development of installation procedures and standards. |
| **2** | **Development:**   * Take responsibility for own workload and keep others informed, highlighting potential problems, and suggesting solutions to ensure continuity of service delivery. * Participate in the professional development of the team and take responsibility for developing own personal and professional knowledge and skills through appropriate training or other opportunities (such as shadowing members of other DDaT support teams). * If you have line management responsibility, lead members of the team to develop their skills both individually and as a team so that they can provide the best service to the University; including the induction, appraisal/SPDR and performance management of team members and the management of sickness/absence and conduct etc. * Communicate effectively acting as a key liaison with customers, team members and colleagues across the University. * Monitor trends of recurring problems and ensure these are registered in systems/process reviews. * Assess, analyse, develop, document, and implement changes based on requests for change. * Supervise any changes implemented by Service Analysts where you have appropriate line management responsibilities. * Take part in the evaluation of new services and technologies where appropriate. * Design, create and test complex, well-engineered information deliverables and manage the configuration of documentation items and files, within own area of responsibility. * Promote and assist in the implementation of strategies, policies and procedures that seek to guide and shape the IT & Audio-Visual support services delivered by DDaT. |
| **3** | **Providing Support:**   * Define, document, and carry out small projects or sub-projects alone or with a small team, actively participating in all phases, identifying, assessing, and managing project risks and preparing realistic plans (including quality, risk and communications plans). * Apply and maintain specific security controls as required by organisational policies and local risk assessments to maintain confidentiality, integrity, and availability of business information systems and to enhance resilience to unauthorised access. * Promote models for through-life costing of IT assets. Work with managers to develop IS/IT budgets and identify bulk purchasing opportunities whilst adhering to university financial rules and regulations. |
| **4** | **Relationships:**   * Be a trusted advisor and advocate between DDaT and key University stakeholders. * Support and maintain the interface between DDaT and UoB departments. * Build strong relationships with colleagues across DDaT. |
| **5** | **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 degree level or equivalent qualification or experience in a related field | X |  |
| Business Relationship Management qualification?? - Remove?? |  | X |
| ITIL Foundation Level Qualification |  | X |
| Professional project management qualification (e.g., PRINCE2 foundation or equivalent) |  | X |
| Vendor-specific IT or AV qualifications or certifications |  | 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 or services (1st and 2nd tier) ideally in an academic environment | X |  |
| Experience of building sustainable relationships across key IT and University/organisation wide stakeholders |  | X |
| Broad and deep knowledge of current IT technologies and their application in a Higher Education context or similar |  | X |
| Knowledge of IT Service Management principles and experience | X |  |
| Proven experience of effective working in a customer service environment | X |  |
| Proven experience of supervising or managing and developing an effective team in a complex environment |  | X |
| Experience of developing and improving business processes, using a broad and deep technical knowledge to identify alternative technical and procedural solutions to meet business need. |  | X |
| Knowledge of IT or hardware including servers, 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 in a business or academic environment | X |  |
| Knowledge of specialist Audio Visual hardware and software |  | X |
| IT networking knowledge |  | X |
| Experience/knowledge of device management systems, such as Intune, Jamf or Puppet |  | X |
| Experience of using an IT Service Management system to manage, allocate and monitor support tasks |  | X |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Technical competence and proven troubleshooting skills | X |  |
| Excellent organisational skills | X |  |
| Ability to assign, delegate and direct the work of others |  | X |
| Ability to set standards and measure performance and service effectiveness | X |  |
| Strong influencing and negotiating 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 |  |
| Excellent reasoning and analytical abilities | 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 |  |

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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. |