Role Profile

IT Service Desk Officer

Salary:	Band 2
Working Hours:	Full Time – 35 hours per week (Full time – 32 hours during 4-day week pilot)
Contract:	Permanent
Reporting to:	IT and Systems Manager

Staff reporting to this job: None

Overall purpose/accountabilities:

Deliver a professional and high-class customer focused front line IT Service Desk service to all users of technology who are on site or working and studying remotely, enabling them to make effective use of the provided technologies in support of their work and study. Ensure the accurate recording, maintenance and dissemination of information on and via the Service Desk for end user and interdepartmental use in support of providing a comprehensive and efficient service to all customers**.**

About the team:

We are a small, dedicated, and enthusiastic team, deeply committed to providing unparalleled IT support to our faculty and the vibrant student community. Our collective ethos is based around a hands-on approach and willingness to go the extra mile to meet the needs of our students. We take pride in our agility and the personal touch we bring to our work, ensuring that every individual who reaches out for help is met with a responsive and solution-oriented attitude. Joining us means becoming part of a professional, supportive, energetic team where your contributions will directly impact the educational journey of our University community.

Job Description

Serve as the primary point of contact for all users of the service, ensuring first-class customer service and delivering frontline user support. Provide efficient, professional, and appropriate assistance to users whether on-site or working and studying remotely.

Prioritize the resolution of incidents according to the agreed SLA, monitor progress, and follow escalation procedures for incidents not progressing satisfactorily.

Proactively and reactively engage with staff and students to assess their needs, address their requests, and resolve issues. Deliver 1st and 2nd line support using the IT Service Desk as the primary platform for service delivery.

Assist users in making effective use of ICT, remote working technology, classroom and audio/visual equipment across the business according to procedures and respond constructively and efficiently to user requests for support and service.

Assure effective and efficient Service Desk operation by:
- Accurately recording, updating and documenting incidents and requests on the IT Service Desk platform.
- Installing, setting up, configuring and upgrading workstations to ensure users can effectively work and study on site and remotely.
- Supporting with the installation, setting up, configuring, upgrading and maintaining of new and existing hardware across the network to ensure reliability and accessibility for all stakeholders.
-Diagnosing and resolving software and hardware incidents including carrying out problem analysis to implement temporary or permanent fixes with the aim of restoring service as soon as possible.
-For all requests that cannot be resolved, provide an effective interface between users and service providers, including external commercial suppliers where applicable. This interface includes documenting incidents, progress checking, and ensuring all diagnostic information is provided for error resolution and incident analysis.
- Ensuring applicable and topical information and support documentation is available, promoted and shared internally and with customers via the appropriate platforms.
- As part of maintaining strict and accurate change management procedures, accurately updating and maintaining configuration management databases and platforms.

Perform back-end administration of the Service Desk system including:
- Providing the required systems' monitoring reports to managers, ensuring information is prepared to the highest standard of accuracy.
- Maintaining Knowledgebase articles.
- Reviewing and updating Service Desk templates in collaboration with the line manager.
- Liaise with the suppliers of the Service Desk system in relation to any technical issues with the system itself.

Administer users and computers in Active Directory, Azure, Microsoft 365 and JAMF.

Liaise and coordinate with other technical teams, including Technical Services in Sunderland and external providers/contractors as appropriate.

Provide user IT induction and training in all modes of usage of systems, products and services providing information on the full range of capabilities.

Under supervision of the line manager, deliver the basic cyber skills sessions of the Succeeding at University module to new students.

In liaison with the line manager, develop and distribute a scheduled IT Services bulletin to staff.

Provide cover during staff absence within the department and represent the line manager and the team at meetings and committees as required.

Follow standard operating procedures (SOPs) and internal policies, ensuring confidentiality of data stored on the University's networks.

Identify and participate in continuous professional development as appropriate.

Attend internal and external training as necessary to keep up to date with the latest technology and internal system processes, as identified and agreed for appropriate development.

Commitment to promoting and incorporating our corporate values throughout all streams of service delivery.

Any other duties commensurate with the nature of the job, as determined by an appropriate manager.

Other factors:

This role requires wearing of the team uniform.

A flexible approach to work is required to meet the University's needs. This may include some lone working, evening and weekend work and shift pattern. There may also be further requirement to be flexible during public and University holidays.

Annual leave may be restricted at certain times of the year to accommodate business needs.

Person Specification

Essential	Qualifications
	Degree or equivalent, or professional vocational qualification or significant relevant experience in a similar environment.
	Experience
	Extensive experience in roles where customer service was paramount to the success of the organisation.
	Demonstrable experience of working in a busy IT support role.
	Demonstrable experience of using Service Desk software ensuring that full account is taken of customers' real and stated needs in the delivery of IT services.
	Proven experience of supporting Microsoft based operating systems with emphasis on Windows 10 and various software packages including Microsoft Office on a Windows Server network.
	Proven experience in setting up, configuring, troubleshooting and using the types of devices customers use on a network, including: computer workstations, multifunctional printers, mobile devices.

	Skills & Attributes & Knowledge Ability to think logically, be accurate and methodical and demonstrate practical troubleshooting and problem analysis techniques. A proven understanding of the importance of customer care with the ability to deal with conflict effectively. Excellent communication skills with the ability to communicate effectively with technical and non-technical colleagues and students at all levels. Attention to detail and ability to show initiative and proactive approach. Ability to interact confidently and professionally with users to establish what the problem is and explain the solution. Ability to prioritise your workload and perform well under pressure. Self-motivated with the ability to work effectively within a team and to work flexibly.
Desirable	**Qualifications** Professional qualifications or accreditations in an IT Service-related discipline. **Experience & Attributes** Working knowledge of the IT infrastructure and the IT applications and service processes used within a HE / FE institution or similar complex organisation. Proven experience of working in ITIL services environment and understanding service, incident, problem and change management processes. Previous experience of providing training to end users. Familiar with a configuration management database holding data relating to IT assets (configuration items) and the descriptive relationships between assets. Ability to compile statistical information and produce reports.

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