



THE POST

Faculty/Service:	PS Connect
Post:	IT Helpdesk Senior Analyst Level 4
Reference No:	1777
Grade:	E
Reporting To:	Helpdesk Team Leader Level 5

Job Description

PS Connect

A new shared service, PS Connect, was launched in May 2023 and is aligned to the University's 2030 Strategy 'To use the power of our education and research to create a sustainable, healthy and socially just future'.

We are a new integrated service bringing together teams from across HR, Finance, IT and Strategic Procurement as well as a newly formed Service Experience team. We will ensure we make the best use of resources, systems, skills and expertise.

Our Vision is clear. We want to connect our customers to the right solution, by providing expert advice, innovative ideas and outstanding service that helps them to achieve your best.

PS Connect is transforming the delivery of professional services to deliver services which are user-focused and innovative. We are committed to continuously improving our strategic and operational effectiveness, efficiency and improve service experience across the organisation.

We are doing this by maximising our use of digital solutions and data, alongside highly skilled staff with a strong understanding of user experience and journeys. By acting this way, we deliver our purpose: Achieving outstanding customer satisfaction, in every interaction we make.

This an exciting time to join us to help us to continue to transform the way we deliver core professional services at the University of Exeter.

SERVICE MANAGEMENT

The changing digital technology landscape and increase in SaaS and other emerging technologies requires a wide range of new skills in the IT service. Service Management covers a broad range of functions and capabilities to deliver a service that is completely customer focussed, service centric and design led. The IT strategic objectives are realised through Service Management, and requires effective and efficient delivery and support of IT services to ensure value for education, research and professional services. Service Management functions and capabilities are critical to manage IT services at agreed levels and for the ongoing management of the live hybrid environment of on-premise, legacy and cloud applications, data and hardware that are used to deliver and support services.

CUSTOMER SERVICES

The Customer Services function will ensure high levels of customer satisfaction by delivering efficient and effective support to users, ensuring the service meets customer's expectations and service level agreements.

Reporting Structure

For the reporting structure of this job, please see the attached structure chart.

Main purpose of the job

Responsible for fulfilling requests, dealing with complex issues, and providing first-line operational support and advice to IT service users across multiple locations, platforms and technologies.

You will be required to work shift patterns to provide service desk support for the extended teaching day and events.

Key accountabilities

1. Responsibility for the efficient and effective proactive delivery of support to users and resolve a broad range of complex technical, and operational problems and issues by using standard methods and tools, ensuring the end-to-end service meets customer's expectations and service levels descriptions.
2. Monitor and report key performance indicators on the performance of end-to-end IT services including customer demand, and prepare regular detailed analysis and management reports with recommendations for improvement.
3. Contribute to the continuous improvement of end-to-end IT services by making suggestions for improvement to the customer experience and identifying opportunities for efficiencies.
4. Be responsive to changing customer demands and be prepared to work with different delivery methods, shift patterns and flexible working practices to support for the extended teaching day and events, and improve the customer service.
5. Ensure the accuracy and availability of customer support documentation, including the ongoing development of customer relationship information, effective user engagement and collaboration channels, and promoting self-service.
6. Manage IT service customer enquiries, complaints and suggestions, ensuring appropriate follow up and resolution to provide the highest levels of service.
7. Proactively escalate performance issues to 3rd party vendors to minimise the adverse impact of systems availability on business continuity.
8. Provide expertise input to IT projects and collaborate with Solutions Delivery teams in the planning, testing and transition of new customer services applications and services including resilience and recovery.
9. Responsible for the accurate and timely delivery of your contribution to small and medium sized projects. Actively participate in University projects and working groups.
10. Responsible for the day-to-day supervision of junior colleagues, as appropriate, ensuring timely and accurate delivery of outputs and supporting their development.
11. Work with the Technical & Knowledge Author to ensure IT service reference materials and information about solutions to known issues are accessible and up-to-date.
12. Contribute to service support reviews and operational review meetings with internal and external suppliers.
13. Line manage IT Helpdesk Technicians, including recruitment, induction of new staff and staff development and training;
14. Provide day-to-day support, advice and guidance to more junior staff, directing their work, and delivering training on your areas of expertise.
15. In the absence of the IT Helpdesk Team Lead, have responsibility for the effective operation and management of the IT Helpdesk, reporting issues of concern as required to the Head of Customer Services;

16. Accountability / responsibility for discrete areas of work, as delegated by your line manager or other senior stakeholders.

17. Ability to travel independently in order to support and facilitate service activities

This job description summarises the main duties and accountabilities of the post and the post-holder may be required to undertake other duties of similar level and responsibility.

All Exeter IT staff are expected to:

- Ensure the seamless and integrated end-to-end service delivery to academic, research and professional services staff.
- Be passionate about new IT and digital technologies, and promote and be an advocate for the IT operating model and IT & Digital strategies.
- Work closely with the Continual Service Improvement capability to ensure IT services are aligned to current and future business needs, and identify opportunities to improve efficiency and effectiveness in the IT services are delivered.
- Work closely with the Knowledge Management capability to share perspectives, ideas, experience and information to support decision making and manage IT services.
- Raise the positive profile and good reputation of the University and contribute as a member to your IT networks and engagements, both locally and nationally where appropriate.
- Proactive personal and professional development including completion of mandatory training, skills courses and specialist training.
- Professionally represent the IT service by adopting the dress code or uniform appropriate to your role.

Skills Framework for the Information Age (SFIA)

IT roles at the University of Exeter have been mapped to the industry good practice Skills Framework for the Information Age (SFIA¹). The role is mapped as a SFIA level 4 “*Enable*” against the core competencies *autonomy, influence, complexity and business skills*, and summarised as:

Autonomy

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.

Complexity

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.

Business skills

Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application and takes some responsibility for driving own development.

Most commonly identified specific SFIA skills required for the role are:

CSMG	Customer service support
METL	Methods and tools
ASUP	Application support
ITOP	IT infrastructure

¹ <http://www.sfia-online.org/en>

PBMG Problem management
 USUP Incident management
 RLMT Relationship management and negotiation

Person Specification

Competency	Essential	Desirable
Attainments/Qualifications	Educational attainment at AS/A Level or International Baccalaureate® (IB), or demonstrable equivalent experience ITIL ® Foundation	Industry standard IT related certification or professional qualification including: - ITIL ® Foundation
Skills and Understanding	Knowledge of service management framework and principles Ability to prepare detailed reports, and complex technical specifications and systems documentation, and help others understand the content Taking into account the level of knowledge of the recipient Ability to build and develop relationships with peers and stakeholders to ensure effective exchange of information to support day-to-day work using existing practices Ability to complete tasks to a given plan and prioritise and organise own work to achieve agreed objectives Good methodical and analytical (qualitative and quantitative) and problem-solving skills	Coaching and training skills Ability to lead a team without supervision and develop staff skills, expertise and confidence Ability to spot opportunities for service improvement and implement changes swiftly and effectively
Prior Experience	Recent experience of working in a customer support or service desk environment.	Experience of working in the Higher Education sector. Experience of working in a

	Proven experience of working within teams, evidencing ability in building beneficial working relationships. Demonstrate experience of the review and diagnosis and successful delivery of solutions to complex problems in a measured and creative way, demonstrating the ownership of issues and opportunities. Provide advice and guidance for others on specific tasks, issues or activities; and delivering in house training where appropriate. Proactive personal and professional development including completion of mandatory training, skills courses and specialist training.	Design, Develop, Operate environment Experience of Prince2 and other project management methodologies. Previous experience of supervisory work e.g. managing temporary or part time staff, organising work rotas, ensuring proper staffing levels are maintained
Behavioural Characteristics	Demonstrate an understanding of what customer service excellence means. Offer a flexible and adaptable approach to working in an environment with a culture of change and growth Take a proactive, pragmatic, and positive approach to problem-solving. Undertake tasks with a positive attitude, prepared to meet business goals and respond well to change Collaborating effectively with different categories and levels of staff.	
Circumstances	Work shift patterns to provide support for the extended teaching day and events. May be required to work additional hours to meet the requirements of the role	

Terms & Conditions

Our Terms and Conditions of Employment can be viewed [here](#).

Further Information

Please see our [website](#) for further information on working at the University of Exeter.