



# UNIVERSITY OF PLYMOUTH

**Role:** Assistant Support Analyst

**Grade:** 4

**Department:** Service Management

**Reports to:** Senior Support Analyst

## **Role Summary:**

As an Assistant Support Analyst you will work as part of the team which provides first and second line support to users of Technology & Information Services (TIS). You will rotate between providing Support Desk support and on location support. At Assistant level, you will be expected to build knowledge and skills to enable you to successfully resolve common incidents and requests.

Through their activities each individual contributes to a positive student experience, supporting students throughout their journey, from enquiry to alumni, providing a culture that engages students as genuine partners with the University of Plymouth.

All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.

## **Key Accountabilities:**

### **1. Identify and resolve incidents**

- Receive, log, prioritise and respond in a timely manner to incidents, service and access requests including via email, telephone or through the automated system
- Resolve common incidents wherever possible at first point of contact within the agreed operational parameters minimising impact to the end user
- Provide second line support
- Support the tracking and resolution of outstanding incidents, ensuring all relevant people are informed of actions taken
- Ensure all requests are fulfilled within the agreed Service Level Agreements
- Provide a high standard of customer service in line with defined performance targets

*This job description provides a general reflection of the key accountabilities associated with the post, it is expected that the role holder will undertake any other reasonable activities to assist in efficient service delivery*

## 2. Own incidents end to end

- Own incidents end to end ensuring accurate and timely updates are maintained in the incident management system
- Escalate complex and high priority incidents to both internal and external teams in line with agreed processes
- Consult with third line technical teams to resolve incidents that are beyond the technical scope of the Support Team.
- Maintain an effective working knowledge of incident resolution across all areas of the Support Team in order to maximise customer service and call resolution

## 3. Additional Requirements

- Provide support to ensure the effective running of the operation during out of hours periods as required

## Measure of Success

- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Reviews
- SLA's
- Student /staff satisfaction feedback
- Achievement of TIS Directorate objectives
- Percentage of incidents resolved within agreed-upon/acceptable period
- Support Team tool statistics (e.g. call answer time, first line resolution, abandonment, quality metrics)

## Skills

IT roles at the University of Plymouth have been mapped to the industry good practice Skills Framework for the Information Age (SFIA). This is a SFIA minimum entry level 2 role with the following key skills:

|                                      | SFIA level |   |   |   |
|--------------------------------------|------------|---|---|---|
|                                      | 2          | 3 | 4 | 5 |
| Service Desk and Incident Management |            |   |   |   |
| IT Operations                        |            |   |   |   |

## Essential Criteria

## Qualifications

- Educated to Further Education level (e.g. A-Level, BTEC, NVQ Level 3) or able to demonstrate equivalent knowledge, skills and experience gained through work or other relevant activities.

## Experience & Knowledge

- Excellent verbal and written communication skills.  
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- Experience of delivering high-quality customer service.
- Ability to investigate issues and apply a logical approach to problem solving.
- Ability to work effectively both independently and as part of a team.
- Experience using IT systems and applications within a work, education or customer service environment.
- Ability to organise and prioritise workload in a busy operational environment.
- Demonstrates a willingness to learn and develop new technical skills and knowledge.

### **Desirable Criteria**

- Experience working within an IT support, service desk, technical support or customer-facing environment.
- Experience supporting users with technology-related issues.
- Awareness of IT Service Management (ITSM) principles and processes.
- Experience logging and managing incidents or service requests.
- Experience working with Microsoft 365 applications and Windows operating systems.
- Experience producing or maintaining user documentation or knowledge articles.
- Understanding of customer service best practice.

### **University of Plymouth Behaviours:**

- Demonstrates Self-Leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement

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