

Job Description: IT Support Analyst

Reporting to: IT Services Team Leader



The key purposes of this role are to:

- Work directly with staff and students to resolve user faults and ensure service provision.
- Ensure incidents and work requests are resolved within Service Level Agreements and to customer expectations.
- Supporting the IT Services Team to fulfil project IT requirements where requested.
- Adopt and foster a culture of Continuous Improvement.
- Liaise with third party support companies and suppliers.

	This 1st/2nd line support analyst post is accountable for:
Work directly with staff and students to resolve user faults and ensure service provision	Promoting a positive image of the Information Services (IS) function and the wider college structure; maintaining an awareness of internal IS activities and how these influence core college activities.
	Manning the office, and answering phones, responding to visitors in a pleasant, supportive manner and resolving issues.
Ensure incidents and work requests are resolved within SLA and to customer expectations	Logging and updating tickets in a timely and accurate manner ensuring all relevant details are recorded appropriately.
	Responding to incident tickets, as allocated, to effect a swift and customer-centric resolution.
Supporting the IT Services Team to fulfil project IT requirements where requested.	Support project work across the infrastructure under the guidance of the IT Services Team Leader.
	Communicating with team members and responding to fault trends, ensuring issues detected within the infrastructure are recorded.
Adopt and foster a culture of Continuous Improvement	Reviewing practises and procedures on a daily basis to identify, and propose, where improvements could be made to increase efficiency and automation.
Liaise with third party support companies and suppliers	Raising faults with suppliers; tracking and driving them to a satisfactory conclusion.
	Arranging and managing visits from contractors and suppliers while supervising their activities and the commissioning of new equipment and services.
	Work with suppliers to keep abreast of developments.

This role will require some flexible working including some evenings and weekends.

All staff are expected to work within College policies and procedures, with particular regard for Health & Safety, Equality & Diversity and customer service ethos.

Incremental progression is subject to satisfactory performance.

Annual targets for each element in this job description may be agreed annually with your Line Manager.

Overall factors that will be crucial in determining success are:

Indicators/ sources for reaching performance judgements (not exhaustive):
<p>Services meet SLAs and user expectation.</p> <p>Staff and student complaints minimal and managed.</p> <p>Incident tickets actioned in a prompt and customer-focussed manner.</p> <p>Annual staff and student surveys remain positive.</p>

Personal Profile

The role holder will closely match the following criteria:

Experience & Qualifications	Demonstrable understanding of exceptional customer focused service delivery understanding the key principles of customer satisfaction and delivery of services to the end-user.
	Conversant with the configuration, maintenance and troubleshooting of client and server operating systems including but not limited to Microsoft Windows, Linux (various flavours), Android and Apple iOS.
	Experience in using virtualisation technologies, preferably VMWare.
	Knowledgeable of physical networking principles including, but not limited to, installation, configuration and troubleshooting.
	Experienced in the support of Microsoft 365 cloud technologies.
	Knowledge of data backup technologies and experience in the administration of such systems
	Able to work in an educational environment liaising effectively with users at all levels including learners providing advice, guidance and support to a non-technical audience.
	Confident, self-motivated and able to work individually or part of a larger team seeking assistance from colleagues or management as required.
Personal Skills / Qualities	Good level of oral and written communication skills.
	Self-starter, setting challenging individual goals, working autonomously under the general guidance of the IT Services Team Leader.
	Reliable and trustworthy, capable of working independently or as part of a cross-college / functional team.
	Suitable to work in a College environment in the presence of children, young people and vulnerable adults and to act accordingly.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and do not justify a reconsideration of the grading of the post.