

Service Desk Analyst



Reference: 1607-25

Grade: 06

Salary: £27,319 to £29588, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Service Desk Analyst is the first point of contact for all Digital Services enquiries, providing prompt and effective first-line support to resolve issues wherever possible. The role ensures accurate logging, categorisation, and prioritisation of requests, and escalates to specialist teams when required. By delivering excellent customer service and maintaining clear communication, the Service Desk Analyst plays a key role in ensuring a positive user experience and the smooth operation of digital services.

Main Duties/Responsibilities

Service Delivery Responsibilities:

- ▶ Assist the team in the planning, provision, and delivery of new and existing services.
- ▶ Providing first point of call, initial troubleshooting and resolution for Digital Services enquiries, aiming to resolve issues at first contact.
- ▶ Log, categorise, and prioritise incidents and service requests accurately in line with agreed processes and SLAs.
- ▶ Where additional expertise is required, escalate issues to second-line or specialist teams, ensuring all relevant information is captured for efficient resolution.
- ▶ Maintaining comprehensive and timely call notes.
- ▶ Provide Technical Support to maintain the full life cycle of hardware and software on managed devices. This includes first line diagnostics for the device, Operating System, application configuration and deployment, consumable replenishment, break/fix support for hardware and software. Devices will include Desktop PCs, Laptops, Tablets, Thin Clients, Printers and Multi-Function Devices and any other future device we provide a managed service for.
- ▶ Best efforts support of unmanaged devices.
- ▶ Understand customer needs and contribute to identifying areas for service improvement.
- ▶ Work collaboratively with other teams both within Digital Services, and the wider University, to ensure delivery of operational goals.
- ▶ Liaise with users, departmental representatives, and 3rd party suppliers.
- ▶ Provide basic user training where required.
- ▶ Highlight and report repeating incidents that may need analysis by senior members of the team.
- ▶ Develop and maintain a thorough knowledge of Customer Services provision and assist in ensuring that a high standard of customer service for the team is maintained.
- ▶ Supporting the development and implementation of systems and processes that facilitate the operational aspects of the Digital Services Helpdesk and IT Support services.
- ▶ Contribute to and utilise knowledge articles to improve first-time resolution rates and support continuous improvement.
- ▶ To promote and adhere to the professional standards set out by 'Our Commitment to You' and the CARES framework to ensure a positive experience for all our beneficiaries.
- ▶ Maintain clear, professional, and proactive communication with users throughout the lifecycle of their enquiry.
- ▶ Maintaining the order and appearance of the Digital Services Helpdesk and surrounding environment to a high standard including tidying, organising, and storing resources, updating displays, etc.

Additional Requirements of the Job:

- ▶ Due to the nature of the work, there will be times when the postholder will be required to work alone.
- ▶ Some lifting and moving of digital equipment such as PC's, laptops and screens will be necessary.
- ▶ Flexible working will be required to ensure that the office is covered from 8am to 6pm on a rota basis, and occasionally the postholder may be required to work out of normal hours or at the weekend or on bank holidays to minimise disruption to the university community or to support key university events. This may include remote cover during university closure periods.
- ▶ Participating in relevant meetings and events as required.
- ▶ Wearing the standard Digital Services uniform (supplied) when on campus is a requirement of the role.

The above list is not an exhaustive list of all duties and responsibilities to be undertaken, and you may be asked to complete other duties that remain within the scope and grade of the role.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none">▶ 3 GCSEs (or equivalent) to include; Math's and English at grade C/4 or above.	Application form and interview
Experience	<ul style="list-style-type: none">▶ Working in a busy customer focused environment, ideally within an IT service and using a service management system to manage enquiries.▶ Working in a customer facing role.▶ Demonstrated ability to resolve first-line technical issues.▶ Experience providing advice and guidance to non-technical users.	Application form and interview
Aptitude and skills	<ul style="list-style-type: none">▶ Excellent interpersonal skills.▶ Using problem solving skills to find the best solution for the customer requirement.▶ Excellent IT skills, including advanced use of Microsoft Office applications, e.g. Word, Excel and Outlook.▶ Outstanding customer service skills – demonstrating customer focus and the ability to manage a range of stakeholders.▶ Communicates effectively with stakeholders, having empathy, a solution focus and keeping them informed in a timely manner. You should be able to interpret and disseminate technical information to users both written and verbally.▶ Ability to work effectively as a member of a team, contributing to outstanding team performance.▶ To take responsibility for your actions, work without supervision and perform under pressure in a fast-paced environment.	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> ▶ Ability to work to set objectives and agreed timescales, whilst maintaining quality, consistency, and accuracy. ▶ Organised and able to prioritise work. ▶ Ability to lift and move digital equipment such as PC's, laptops, and screens. ▶ A 'can do' approach, willing to drive continuous improvement within the role. ▶ Ability to demonstrate initiative. ▶ Willingness to undertake training in support of the role. ▶ To think and act cross-functionally, understanding the wider picture and the implications of short-term decisions for achievement of the department's goals ▶ To be a role model and champion of the Aston Values and fully engage with the strategic objectives of the University. 	

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ Post 16 qualification in a technical subject ▶ Customer service qualification ▶ ITIL Foundation or Higher. 	Application form
Experience	<ul style="list-style-type: none"> ▶ Experience of providing first line technical support of digital equipment such as; desktops, laptops, printers, AV equipment, and other technology products including mobile devices. ▶ Experience of supporting students and/or staff in an academic or study skills environment. 	Application form and interview

	Desirable	Method of assessment
	<ul style="list-style-type: none"> ▶ Experience using IT service management tools (e.g., ServiceNow, TOPdesk). ▶ Experience in supporting Microsoft 365 and common enterprise applications. <p>Experience of preparing user guides and solutions.</p>	
Aptitude and Skills	<ul style="list-style-type: none"> ▶ Broad knowledge of Operating Systems. ▶ Broad knowledge of computing equipment. ▶ Troubleshooting technical issues and providing possible work arounds. 	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours



Innovation

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



Inclusion

We treat everyone in our community equally and how they would like to be treated.



Integrity

We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Peter Langman
Job Title: IT Service Desk Supervisor
Email: p.langman@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web page](#).

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see our candidate immigration [web page](#) for further details.

Before you start and Right to Work

Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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