Professional Services Job Description

Service Desk Analyst
NUIT
Corporate Services & Infrastructure

The role

This role is to deliver customer support for IT systems and services to staff and students across the University by means of the NUIT Service Desk; to take calls, emails and self-service tickets from customers and ensure they are resolved in good time and to ensure tickets are passed to the correct resolver group where necessary

Key Accountabilities

- Capture complete and accurate details for all issues, queries and service requests received by the Service Desk, and ensure that all supporting information is gathered from customers, whether by phone, email or NUService our ITSM toolset.
- Resolve as many requests and problems as possible at first point of contact using personal knowledge and experience, our guides, documentation, knowledge base and ticket history.
- Identify and escalate appropriately any problems and requests which cannot be resolved at first point of contact.
- Manage customers' access to IT services e.g. identifying and verifying that customer requests for IT services / resources are valid and then enabling access to services by using appropriate administrative tools and systems.
- Provide first line support for a significant number and variety of IT services, including SAP, IT Accounts, Office 365, NUProjects, MyImpact, various software, Canvas, network connectivity and telephony.
- To prioritise and escalate issues based on knowledge of the business impact and existing procedures and guidelines.
- Understand and help to implement the Service Desk vision
- Understand the Technology Roadmap and assist in its implementation
- Ensure that policies, standards, procedures and guidelines are followed
- Any other reasonable duties, as allocated by the line manager

The Person (Essential)

Knowledge, Skills and Experience
- Experience of delivering high quality IT Service Desk support services to a diverse customer base.
- Experience of working in a multi-channel IT service desk (phone / email / self service portal) delivering service to customers in multiple locations and with wide ranging needs

Professional Services Job Description

- Experience of working with multiple support and resolver groups across a wide variety of technologies
- Interest in identifying and implementing new and innovative technologies to support customer needs, drive up service quality and improve value
- A working knowledge of Cyber Security processes and practices is essential
- Able to demonstrate focus on customer needs and prioritisation.

Attributes and Behaviour

Team Working
- Encourages and facilitates collaboration, cooperation and results

Embracing Change
- Mobilizes themselves to support and enable change efforts

Finding Solutions
- Analyses situations quickly and effectively to determine the best way to deliver the required result
- Keeps their technical knowledge up to date and has a wider understanding of the technology landscape inside and outside their area

Delivering Services
- Sets and accomplishes challenging goals
- Defines standards in terms of doing what is appropriate and doing it well
- Leads by example in delivering high quality outcomes that they take responsibility for

Qualifications

- A relevant technical qualification (A Level or equivalent) or equivalent technical experience

Job Summary Categories

- IT Service Desk - 1st and 2nd line
- Management of user access
- Management and support of Email and Collaboration Services
- Management and support of printing
- Support and management of End User devices

SFIA

- USUP Level 4