Job Description

Support Analyst

Salary: Grade 5
Contract: Full time, ongoing
Location: Canterbury Campus with requirement to work across campuses
Responsible to: Senior Support Analyst (Team Lead)
Job family: Technical

Job purpose

Provides timely and efficient customer-focused support for all users of IT and library services (students, staff and visitors) via chat, email, telephone and face to face. Uses and proactively improves documentation and procedures to answer a broad range of queries and escalate issues when appropriate.

Helps to resolve student and staff issues with the use of standard and corporate technologies for their work, study and research as well as when using library, IT and AV equipment in the library, classrooms and other learning spaces across all relevant campuses and centres.

Contributes to the library liaison/student support function to ensure students are supported.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide friendly and accessible library, IT and AV support to rectify faults, give advice, resolve issues and fulfil a broad range of service requests to enable University business and minimise the impact of faults. Negotiate appropriate resolutions with customers while balancing available resource, University priorities and the individual's needs. Explain often complex solutions in customer friendly but accurate terms.
- Help students, staff and visitors to locate, access and use the physical and digital resources provided by IS, including access to library collections, equipment, learning spaces and specialist software.
- Support, train and help to develop the Assistant Support Analysts and Assistant Support to ensure they are able to provide excellent, knowledgeable support services and can find resources to help them do their work effectively.
- Help to gather feedback on support services and resolve or escalate complaints.
- Liaise with other IS teams, academic divisions and professional service departments (PSDs) to contribute to a seamless university-wide support network for students.
- Assist with resolution of deeper IT and library issues by gathering information, escalating issues and problem solving.
- Help to deliver accessible and inclusive IT, AV and library support services that work for all student and staff groups, including international students, part time students, distance learners, remote workers, and staff and students across all Kent's campuses and centres.
- Promote IS services and facilities to staff, students and visitors to the Templeman Library.
- Keeping abreast of IT, AV and library developments within the University, HE and beyond, to inform development of our support service, and appropriately advise customers.
- Use ITIL best practice procedures defined by the department. Use ITIL principles to inform day to day decisions and assist in the further adoption of ITIL and other standard IT management methodologies.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Delivering excellent support to all customers in an often highly pressured first line service environment. Providing clear information to customers of all skill levels across a wide range of library, IT and AV matters.
- Problem solving IT, AV and library issues with customers both on-site and remotely with a range of University-owned and personal devices. Using remote access tools to securely resolve IT issues that can be complex and multi-faceted.
- Remaining calm and supportive throughout challenging support scenarios and conversations.
- Developing a broad understanding of frequently occurring IT, AV and library issues and their root causes. Working with colleagues to improve support processes and documentation to enable quicker resolutions and increase customer satisfaction.
- Working effectively within a complex and distributed IT service environment, the post holder will support and provide information to empower IT teams based in academic divisions and PSDs.
- Developing sustainable, respectful and collegial relationships with IS staff, IT support staff in academic divisions and PSDs and university colleagues at all levels to help deliver excellent support services.
- Engaging in new ways of working and encouraging professional service colleagues, academic staff and students across a wide range of disciplines to engage with change.

Facts & figures

- Services delivered directly to- Students, staff and visitors
- Work reported to- Senior Support Analyst (Team Lead)
- External scrutiny- Specific NSS questions about direct service provision; services included in academic periodic programme reviews and school reviews, Accreditations
- Membership of- IS Team meetings

Internal & external relationships

Internal:

- Staff, students and visitors – giving support and advice, dealing with issues and concerns, and service development
- Second and third line IS teams to facilitate good customer outcomes, fast restoration of service failures, and development of services
- IT staff in IS, academic divisions and PSDs – collaborating, advising, escalating, supporting
- Committees, user panels, ad hoc groups position

External:

- Other Universities, professional and academic networks – maintaining and building partnership
- Professional bodies – networking, training
- External contractors and suppliers – monitoring, liaising
- Customers including library visitors – supporting and gathering feedback

The role holder is expected to demonstrate a commitment to equality, diversity and inclusion; promoting collaboration and positive partnerships, working harmoniously with colleagues, students and other stakeholders of all cultures and backgrounds.

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Conflict resolution
- There may be a requirement to work evenings and weekends

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to A level or equivalent work experience (A)
- Experience working in an IT, AV or library support or development role that involved empowering others to use the services and systems provided (A, I)
- Ability to deal with a wide variety of people in a friendly and professional manner (I)
- Ability to provide excellent IT and library services to a large organisation (I)
- Demonstrable experience of IT and/or library systems and tools such as library catalogue systems and collaborative tools such as Microsoft 365 (A,I)
- Broad knowledge of some IT and library support issues such as accessing library collections, use of equipment and Wi-Fi connectivity (A)
- Ability to explain complex, sometimes technical information to others with varying levels of skill and knowledge, without being condescending or going over their head (I)
- Resourceful, and able to act independently to solve problems and identify solutions (I)
- Proven written and verbal communication skills (A,I)
- Clear customer focus and commitment to improving the student experience. Commitment to quality procedures and to delivering a high quality service to our customers (I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Experience or knowledge of higher education settings (A)
- Experience of using a helpdesk or other ticket logging system (A,I)
- ITIL foundation or practitioner certification or similar qualification (A)
- Experience of using ITIL processes such as service transition, service management, change management and continual service improvement (A,I)
- Ability to manage own workload and work effectively to deadlines (I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage