

## Service Support Analyst

<b>Department:</b>	IT & Digital Services
<b>Grade/ Salary:</b>	Grade 5, £34,194 - £38,555
<b>Contract Type:</b>	Permanent
<b>Hours:</b>	35 per week (Full / Part time)
<b>Location:</b>	New Cross, London

### Goldsmiths

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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact [hr-recruitment@gold.ac.uk](mailto:hr-recruitment@gold.ac.uk) to make your request.



## Department of IT and Digital Services

The Department of IT & Digital Services (IT&DS) is responsible for providing IT and digital services to support the learning, teaching, research, and administrative work of Goldsmiths. The Department plays a key role in ensuring that staff and students have excellent digital experiences that enhance their experience of working and studying at the College. The Department also plays a vital role in developing and supporting all major business systems, ensuring that products and services are resilient and can meet user needs.

### Job description

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Reporting to: Service Support Team Leaders

#### Summary:

The IT&IS Service Operations Team is at the centre of our Customer Service Delivery. This is a fantastic opportunity to innovate, improve and play a big part in creating an environment of subject matter experts. This is an exciting role for an experienced individual who has a passion for Customer Service Delivery, problem solving, excellent communication skills and a high level of IT knowledge, and experience of managing technology within a fast-paced environment.

As a member of the Service Operations team, the Service Support Analyst will be expected to work shift patterns to support the Service Operation team's opening hours during term time, vacation and occasionally, during university closure days.

**Main duties:**

- Deliver an outstanding level of customer service at all times.
- Respond to a broad range of service requests for support by providing relevant information to fulfil requests, enable resolution and further deal effectively with problems of moderate complexity, only escalating those, which need specialist or management attention.
- Log all service requests and incidents, with a high degree of accuracy, using the information technology service management tool.
- Applies and maintains specific security controls as required by organisational policy and local risk assessments. Communicates security risks and issues to business managers and others. Performs basic risk assessments for any security risks issues and supports investigation of suspected attacks and security breaches.
- Provide detailed personal advice and guidance to all users in the effective use of systems, products and services available to them and demonstrates ingenuity in applying knowledge to non-standard situations.
- In consultation with customers, demonstrate all features, plan requirements, install software, products, services, and their upgrades.
- Prioritise and diagnose incidents according to agreed procedures and policies.
- Gather information to enable incident resolution and promptly allocate incidents as appropriate.
- Ensure that all incidents are resolved and service requests fulfilled in a timely manner and in accordance with agreed SLAs.
- Maintain records of incidents and service requests and advise relevant persons of actions taken.
- Identify and resolve issues with customer applications, following agreed procedures, using application management software tools.
- Participate in the monitoring of IT servers, virtual servers and services and reporting any alerts in a timely fashion.
- Take responsibility for ensuring that the critical incident management process is followed.

- Contribute to the improvement of the service desk business processes by reviewing and updating existing processes and creating support documentation.
  - Support and give instruction to less experienced colleagues in all aspects of current and correct operational practice.
  - Be proactive in finding ways to improve the customer experience in relation to their IT usage at Goldsmiths.
  - Create technical or procedure guides on behalf of non-technical customers.
  - Provide telephone and remote support for teaching room IT and AV equipment.
  - Manage and maintain a loan stock of audio-visual equipment.
  - Undertake activities which can help to develop own professional skills.
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- You will be required to undertake any other duties as may reasonably be required
  - Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
  - At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

## **Person Specification**

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Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

**A = Application form**

**C = Certificate**

**I = Interview**

**R = Reference**

**T = Test**

**P = Presentation**

	<b>Category</b>
<b>Essential Criteria 1 - Qualifications</b>	
Educated to bachelor's degree level or holds a relevant professional qualification or equivalent experience.	A, C, I
Certification or equivalent in most of the following areas: ISO 20000/ ITIL Foundation Service Desk Senior Analyst Apple / Microsoft Certified Support Professional MCTS-Microsoft Certified Technology Specialist AQA Level 3 Technical Level IT: User Support	A, C
<b>Desirable Criteria 1 - Qualifications</b>	
Certification or equivalent in any of the following areas: GCIH Certified Incident Handler Linux and Citrix Technologies CompTIA A+ MOS-Microsoft Office Specialist Six Sigma PRINCE2 Foundation	A, C
<b>Essential Criteria 2 - Experience</b>	
Experience of responding to service requests for support by providing information to fulfil requests or enable resolution, as well as investigating and analysing incidents to determine the underlying cause and help customers to continue operation.	A, I, R
Experience of using agreed procedures, providing advice to users on systems, products and services, which are available to them, as well as interpreting technical or procedure manual on behalf of non-technical users	A, I
Experience of initiating speedy resolution to incidents in systems and services, by coordinating the efforts of the resolution team or teams	A, I
Experience of initiating speedy resolution to incidents in systems and services, by coordinating the efforts of the resolution team or teams	A, I
Brief staff members on technical issues to facilitate their effectiveness in understanding and resolving customer service issues.	
<b>Desirable Criteria 2 - Experience</b>	
Experience of collating data and producing reports on incidents and service requests, to analyse patterns and trends.	A, I
Experience of providing support in the use of audio-visual equipment.	A, I

<b>Essential Criteria 3 – Knowledge</b>	
Have an understanding of the interaction between two or more computers, networking systems or other devices; be proficient in Wi-Fi network connectivity and supporting connection of BYOD.	A, I
Techniques for identifying, gathering and validating customer needs in the delivery of IT customer services and checking with the customer when taking any actions to resolve issues.	A, I
Proficient in supporting both Microsoft and Apple Products such as Windows 7, Windows 10, Microsoft 365 Applications, Active Directory, Microsoft 365 administration, especially in relation to email, distribution groups and shared mailboxes; Mac OS, including the latest versions.	A, I,
Proficient using remoting tools such as Microsoft’s System Centre Configuration Manager (SCCM), TeamViewer, VNC or any other remoting tools to support customers remotely, as well as have an awareness of current and emerging learning and teaching technologies and the ability to provide technical knowledge in AV components and teaching interfaces	A, I, T
<b>Desirable Criteria 3 - Knowledge</b>	
Awareness of Standards associated with IT practice nationally and internationally such as ISO 20000, IEEE 802.3, COBIT and familiar with the ITIL Framework.	A, I
Is familiar with using Windows PowerShell to retrieve information from databases.	A, I
<b>Essential Criteria 4 - Skills</b>	
Strong communication skills with a proven ability to understand key concepts and communicate effectively with technical staff, business stakeholders and senior management.	A, I, T
Proven ability to communicate technical concepts to nontechnical people to enhance understanding and drive to decisions that lead to positive outcomes	A, I
Strong organizational skills, the ability to perform under pressure and work as part of a team to resolve issues.	A, I
Strong analytical, data processing and problem-solving skills with proficiency in process formulation and improvement	A, I
<b>Desirable Criteria 4 - Skills</b>	
Awareness of specific standards, practices, and appraisal and certification programs associated with this role.	A, I
Identifying gaps in the available information required to resolve an incident or	A, I

situation, documenting, and updating such information.	
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**Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.**

**January 25**

## Summary of Benefits

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If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about)

**Thank you for your interest in working with us, we wish you all the best with your application.**