

CANDIDATE PACK

Service Desk Analyst

Information Systems and Support

UNIVERSITY OF
WESTMINSTER 



OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR PRIORITIES

The University's 2022-2029 strategy, *Being Westminster*, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

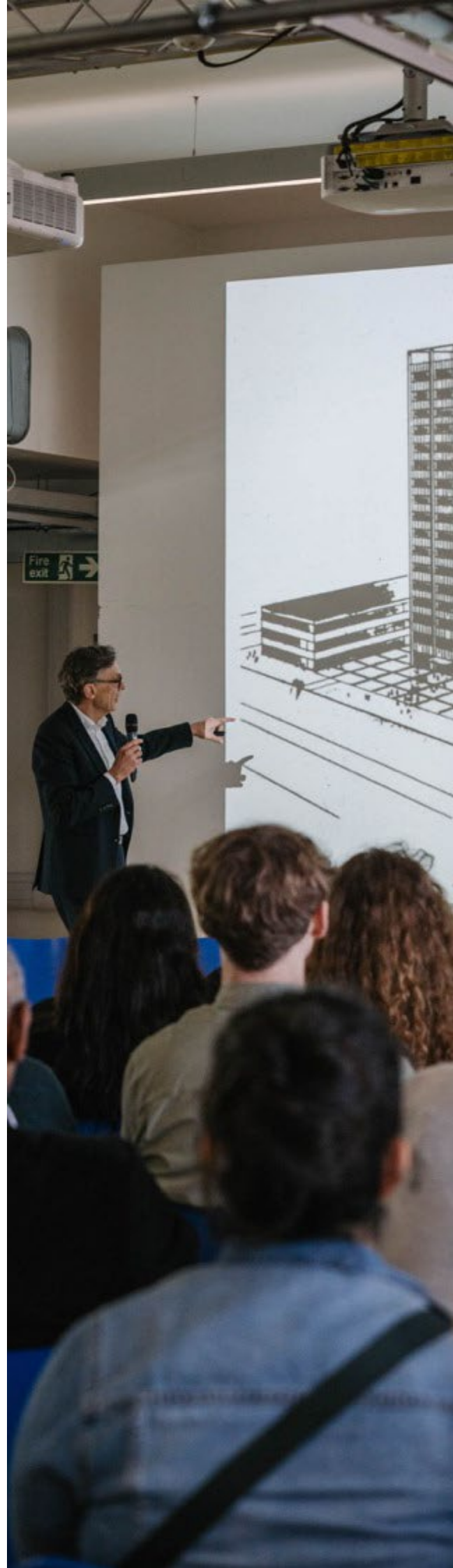
We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services



JOB DESCRIPTION

Job Title: Service Desk Analyst

Reports to: Deputy Team Lead: Service Desk

Department: Information Systems and Support

Grade: NG3

ROLE PURPOSE

To support the Deputy Team Lead: Service Desk in planning and scheduling support, mindful of the periods of business-critical activity throughout the academic year.

To supervise, monitor, coach and mentor junior service desk analysts in appropriate standards of service desk operations, positively contributing to a culture of continuous service improvement.

As a core member of the Service Desk Team, to manage and resolve incidents and service requests through to satisfactory resolution with a clear focus on the user experience, escalating to appropriate support teams as necessary to ensure service level commitments are met.

To contribute to the analysis of demand and input this insight to inform priorities for Self- Service, Knowledge and Problem Management.

PRINCIPAL ACCOUNTABILITIES

1. Advise the Deputy Team Lead: Service Desk on resourcing requirements to ensure that service standards in the Service Desk team are maintained
2. Assist in development and implementation of time management strategy to enable planning and scheduling of workload in the Service Desk team to ensure service level targets are met and the team is resourced to support the business-critical periods in the academic year, supporting junior and visiting team members and covering for the Deputy Team Leader as required, and challenging and contributing ideas
3. Lead by example in the performance of their duties on the Service Desk according to agreed policies, procedures and service level targets with a clear focus on improving the user experience, effective ticket management and asset management, supporting junior colleagues as required.
4. Correctly allocating tickets and owning Problems. Take account of common themes and trends of incidents and undertake appropriate investigation. In collaboration with ISS Team Leads, analyse root causes of incidents and contribute to resolution of the underlying Problem.
5. Plan and prioritise workload to ensure call queues, email inbox and Service Desk assigned tickets are balanced appropriately at all times and schedule appointments for Serviceline Response Team as required, following up as required to ensure problem resolution
6. Troubleshoot, log and resolve incidents at first-line where at all possible (and appropriate) through verbal or written communication with the user or via remote



desktop access within agreed timescales, logging as appropriate

7. To contribute to project activities where they impact on the user experience and deliver continuous service improvements, e.g. identify appropriate workarounds and contribute to identification of sustainable solutions, and capturing known solutions in the Knowledge Base
8. Undertake duties as part of an integrated support team, adopt priorities and engage in activities which promote the effective working of the whole team
9. Provide support to colleagues across the Integrated ServiceLine Response Team with less technical knowledge and expertise in resolving incidents and service requests in order to develop team experience and transfer of knowledge in specialist areas
10. Undertake such tasks as appropriate within the post holder's competence as required by the Deputy Team Lead: Service Desk

CONTEXT

ISS delivers a comprehensive portfolio of ICT services to the University's user community of ~20,000 students and staff across a number of sites in the West End of London and Harrow. This role is a member of Integrated ServiceLine Response Team and reports in the Deputy Team Lead: Service Desk. With a direct impact on the student and staff experience, the Service Desk team is the single point of contact for all users contacting the department for support with incident resolution and service requests. Key objectives for the team include agile response to user requests, triage of problems to understand underlying issues and intervention to provide a first time fix whenever possible. Continuous improvement of our services is key to improving the overall user experience. Monitoring performance and using the metrics to target interventions for service improvements; driving improvement initiatives

and managing and developing the people and processes that support this function, contribute to promoting a culture of excellent customer service.

The University of Westminster is committed to providing an excellent learning experience and is evolving its teaching and support systems and services to this end. Working within the ITIL framework and Service Desk Institute standards, the Senior Service Desk Analyst will work effectively within this team in support of this goal. The post holder will support colleagues in developing their technical knowledge and customer service expertise to improve our user experience. The role calls for collaborative working with colleagues across the department to help to shape the development and operational delivery of business facing services, to define and deliver professional service level standards and to develop and champion the service delivery, including self-service and automation where possible.

DIMENSIONS

Staffing: The post holder will be a member of an Integrated ServiceLine Response team and will be involved in offering advice to colleagues but will not have formal supervisory responsibilities.

Budget: The post holder will have no direct budgetary responsibility



Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that staff may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.



PERSON SPECIFICATION

QUALIFICATIONS

Essential

- Educated to A-level or equivalent qualification and/or equivalent experience
- ITIL qualified [minimum Foundation level]
- Service Desk Institute, or similar, accredited

Desirable

- A qualification in computing at professional level or equivalent experience
- CSS Certified Customer Support Specialist from the Help Desk Institute
- Practitioner certified in IT Service Management

TRAINING AND EXPERIENCE

Essential

- Demonstrable experience in effective use of help desk systems for ticket management and data and trend analysis
- Ability to translate performance data into service improve initiatives
- Awareness of IT infrastructure – hardware, databases, operating systems, applications - PC and web literate including Microsoft Office applications
- Familiar with the control and management of ICT assets [configuration items] by the use and application of change management and recording
- Sound understanding of ITIL processes and demonstrable experience of service delivery in line with agreed service level targets: understanding of effective incident and ticket management
- Understanding of problem management procedures for relating incidents to identify underlying problems and escalation for early resolution
- Experience of working in an environment that uses best practice methodologies such as ITIL and adherence to best practice processes

Desirable

- Experience of working in HE or similarly complex organisation
- Experience of working in a project focused environment incorporating standard practices and procedures
- People management experience
- Familiarity with authoring web documents

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Excellent fault diagnosis and troubleshooting skills with thoroughness, accuracy and attention to detail
- Ability to work effectively as a member of a team or, where appropriate, to work independently



- Able to take account of new information or changed circumstances and modify understanding of a problem or situation accordingly
- Methodical, calm and clear-thinking under pressure with the ability to apply new technology to business problems
- A customer-centric approach to service design and delivery, monitoring progress against targets, reporting as necessary and taking action to resolve exceptions
- Excellent interpersonal skills, including the ability to coach and support junior staff members and to articulate technical options to non-technical users
- Ability to work to set objectives and agreed service level targets, often in a rapidly changing and sometimes pressured environment
- A positive attitude with initiative and drive to contribute to improving our service offering, taking innovative approaches to problem solving and devising inventive and creative solutions
- Output focused, able to take an orderly approach to problem solving and ability to make decisions at the appropriate time, taking into account the needs of the situation, priorities, constraints and the availability of necessary information
- Ability to interact effectively, using good interpersonal skills to establish and maintain relationships
- Keenness to research current marketplace and keep up to date with commercial developments
- Methodical, calm and clear-thinking under pressure
- Flexibility to work out of hours on occasion to meet user or service expectations
- The post holder will be expected to take every opportunity to foster cross- team working and to develop a culture of sharing knowledge and information throughout Information Services
- Fully committed to contributing to a stimulating learning and working environment that is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae.
- names and contact details of two referees (although referees will only be approached at offer stage).

The deadline for receipt of applications is midnight on 03 November 2024

Interviews will take place on 11 November 2024

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

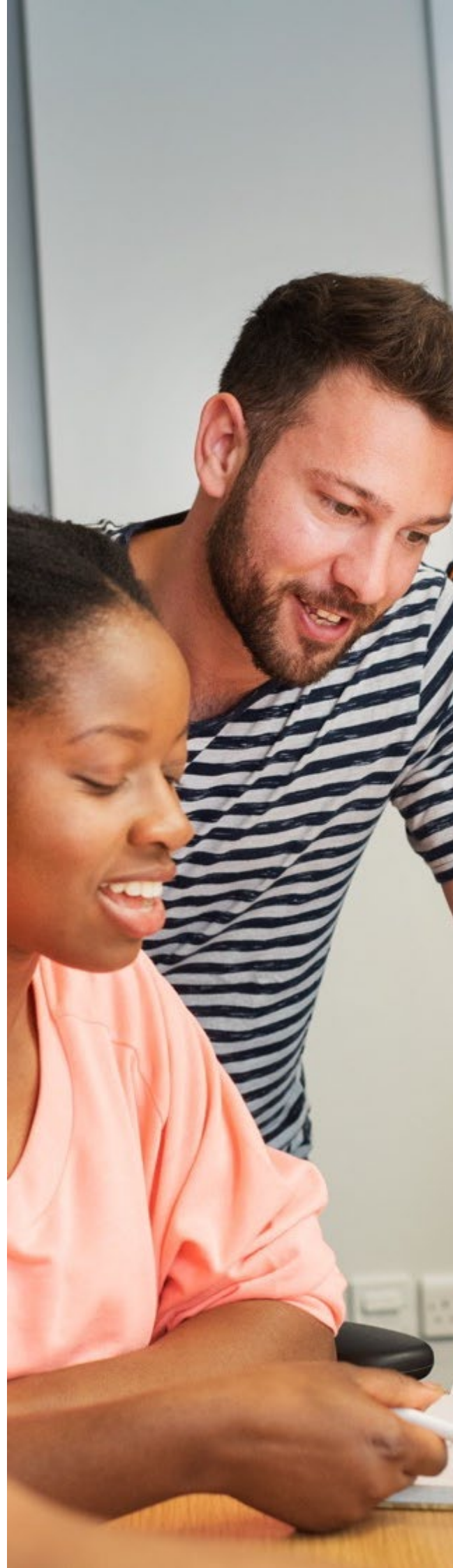
The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.



OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





[westminster.ac.uk](https://www.westminster.ac.uk)

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