

JOB DESCRIPTION



Job Title: IT Service Desk Analyst
Department: IT Services
Faculty/Professional Service: Professional Service
Location: London
Reports to: Endpoint Support Team Leader
Responsible for: N/A
Full Time/Part Time/Casual: Full-time
Grade: Grade 4
Overall Purpose of the job: The Service Desk focuses on providing IT support to staff and students within the school as well as being the first point of contact for IT requests, queries or issues. The IT Service Desk Analyst role is primarily a first line support-based function under the IT division of Operations and Support. This IT Service Desk Analyst role will be aligned with the Endpoint Support team and will be managed by the Endpoint Support Team Leader under the guidance of the Head of Operations and Support. The Endpoint Support team is also a sub team of Endpoint Services which is lead by the Endpoint Services Manager. The IT Service Desk function comprises of a walk-up desk, a telephone service and our online self-service portal. We use an IT service management tool to record our work, to collate shared knowledge and to provide useful management information. Your office hours will normally be eight hours between 8:30am-5:30pm depending on your shift, with an hour for lunch. There may also be some occasional rotation away from your main Service Desk role to cover other parts of IT Support or to assist with projects.

General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

Our Values

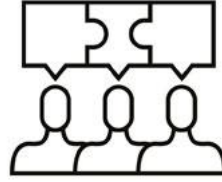
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with
integrity**



**Embrace
difference**



**Work
together**



**Create
impact**

FACULTY/DEPARTMENT INFORMATION

IT Services

The mission of IT Services is to support the teaching, research and learning activities of the staff and students of the School through:

- the provision of a robust and effective computer network
- the provision of prompt and efficient computer user support
- the development of new facilities and services relevant to the School's changing needs

IT Services is made up of 4 area groups which are split into 10 different teams, all overseen by the ITS Director.

Main Duties and Responsibilities

- Maintain, support and develop the IT services that support the research and teaching in the school.
- Use the service support tool to document customer interactions and any work undertaken.
- Assist other members of the IT services team in providing general user support according to agreed Helpdesk or Service Desk agreements.
- Assist in maintaining Service Desk records and documentation, making regular contributions to the knowledgebase, particularly in relation to providing self-help instructions for staff and students.
- Support staff and students over the phone, face-to-face or using remote access tools, with technical or service related queries.
- Provide a timely and accurate response to Service Desk requests, delivering both a quality and volume-driven service with a high first contact resolution rate.
- Ensure excellent levels of customer service and professionalism in dealing with requests in writing, in person or over the phone.
- Assign or escalate calls where necessary to other teams and liaise with them to ensure a consistent level of service.
- Function as Service Desk Supervisor when directed, which includes overseeing the main IT Service Desk requests list, being the main contact point for the day, managing any major calls and provide regular updates to the Head of Operations and Support
- Contribute to the continuous development and delivery of new IT services as determined by user requirements and emerging standards.
- Provide support and maintenance to all designated systems as directed by the Head of Operations and Support and the relevant team leader or manager.
- Undertake any other duties as reasonably delegated by your line manager.
- Manage your own continuous professional development, internal collaborations and external networks, in order to contribute to service quality, research excellence and innovation.
- Demonstrate the School's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement.

Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).

PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

Competency	Evidence	E / D
Education, Qualifications and Training	Higher education to degree level, or equivalent, or substantial relevant experience	E
	Evidence of continuing professional development including regular attendance on internal and external study programmes	D
	Hold ITIL qualification	D
Experience	Experience of working in an IT and/or customer support environment	E
	Practical experience of providing hardware support for networked PCs and laptops	D
	Experience in using a broad range of Windows applications, including MS Office and e-mail.	E
	Experience of logging calls onto a helpdesk system working to SLA's, following helpdesk procedures and guidelines	E
Knowledge	A good understanding of network infrastructure and protocols. Including supporting wireless networks on a wide variety of devices including tablets and mobile phones.	D
	Knowledge and familiarity of Windows desktop operating systems	E
	Familiarity with Mac OS Desktop and applications and/or Linux	D
	A good understanding of network infrastructure and protocols. Including supporting wireless networks on a wide variety of devices including tablets and mobile phones.	D
Personal Qualities	Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions.	E
	Ability to work with little supervision, being comfortable with decision making	E
	Ability to explain complex information in a simple and concise manner	E
	The ability to think logically and to track faults methodically and resolve them	E

	A strong customer focus – demonstrating a thorough understanding of customer needs	E
	Willingness to take on a wide variety of tasks and to learn new skills	D
	Good organizational skills, ability to prioritise work and share problems with others	D
	The ability to build and sustain effective professional working relationships within IT and wider business environment	D
	Commitment to School's policy of equal opportunities and the ability to work harmoniously with colleagues and students of all cultures and background	E
	Well-developed communication skills: verbal, written and in presentations. The ability to sell ideas or benefits and build persuasive arguments based on data, logic and the objective merits of solutions.	E
	Ability to work with little supervision, being comfortable with decision making	E
	Ability to explain complex information in a simple and concise manner	E
	The ability to think logically and to track faults methodically and resolve them	E
	A strong customer focus – demonstrating a thorough understanding of customer needs	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Sep 2023

Salary and Conditions of Appointment

The post is fixed term until 30 April 2024 and full time and 35 hours per week, 1.0 FTE. The salary will be on the Professional Services salary scale, Grade 4 scale in the range £33,111 - £37,298 per annum (inclusive of London Weighting).

The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days." Membership of the Pension Scheme is available.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to jobs@lshtm.ac.uk.

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications. Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).