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**Professional Services**

**Information Services**

**Service Delivery Analyst**

**ZZ003467**

**Information for Candidates**

**THE POST**

Please see the attached job description and person specification.

**TERMS OF APPOINTMENT**

Salary is in the range £21,843 to £25,298 per annum and progress to the top of the scale is by annual increments payable on 1st April each year. Salary is paid into a bank or building society monthly in arrears.

Working hours are 37per week. Overtime is not normally payable but time off in lieu may be given. The working hours are normally from 8.30am to 5.15pm Monday to Thursday and 8.30am to 4.15pm Friday with one hour and ten minutes for lunch. Specific times may vary according to the Department concerned.

Annual leave entitlement is 32 working days in a full leave year. If you work less than 37 hours per week, your leave will be calculated on a pro-rata basis. The leave year commences on 1 October and staff starting and leaving during that period accrue leave on a pro-rata basis. In addition, the University is normally closed from Christmas Eve until New Year’s Day inclusive and on bank holidays.

The Appointee will be entitled to join the Local Government Pension Scheme. The scheme's provisions include an index-linked pension with an option to exchange some pension for a lump sum on retirement together with dependants’ benefits. Contributions by the employee are subject to tax relief.

There is a probationary period of six months during which new staff are expected to demonstrate their suitability for the post.

There is a comprehensive sickness and maternity benefits scheme.

**All interview applicants will be required to bring their passport or full birth certificate and any other 'Right to Work' information to interview where it will be copied and verified.** The successful applicant will not be able to start work until their right to work documentation has been verified.

Under the University’s Insurance Policy we will take up references for candidates called for interview. Your current employer reference must be your current line manager. It is also a requirement of this policy that we take up references to cover the previous three years of your employment or study.

The successful candidate will need to bring documentary evidence of their qualifications to Human Resources on taking up their appointment.

To comply with UKVI legislation, non-EEA candidates are only eligible to apply for this post if it has been advertised for a total of 28 days.

If the position has a requirement for Disclosure and Barring Service check (DBS), this will be stated in the advert. The DBS Application Form will be provided once the selection process has been completed.

All applications must be submitted by Midnight (GMT) on the closing date published.

**UNIVERSITY OF PORTSMOUTH – RECRUITMENT PAPERWORK**

1. **JOB DESCRIPTION**

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| **Job Title:** | Service Delivery Analyst  |
| **Faculty/Centre:** | Information Services |
| **Department/Service:****Location:** | Information Services |
| **Position Reference No:** | ZZ003285 |
| **Cost Centre:** | 47000 |
| **Responsible to:** | Service Delivery Manager |
| **Responsible for:** | n/a |
| **Effective date of job description:** | July 2017 |

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| **Purpose of Job:** |
| The University of Portsmouth operates a centrally funded Managed Service scheme which facilitates a coordinated computing equipment replacement cycle for over 3000 members of staff. This enables the University to standardise purchasing for desktop computing; improving value for money and the quality of service.This role will assist with the day to day operational processes of the University Managed Services, including preparation, scheduling and deployment of equipment whilst maintaining an accurate renewals database and identifying where cost savings can be made. Liaising with and advising customers extensively, the role will also include raising orders, administration and assisting with large stock deliveries and equipment collections.Working as part of the Managed Service team the Senior Service Delivery Analyst will also provide 1st level (telephone and email support), 2nd level (onsite) and 3rd level (specialist) support to customers and users within the faculties and central departments for the service. |

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| **Key Responsibilities:** |
| * Liaising with customers to clarify requirements and schedule appointments.
* Fulfilling orders and service requests received within Hornbill Supportworks.
* Help to maintain databases of University equipment and maintain administration compliance.
* Follow processes and procedure to ensure best value for the University, including working with suppliers.
* Maintain a working knowledge of Systems used on campus including the imaging environment and encryption methods.
* Maintain resources relevant to the role and service such as product details and guidance notes.
* Assist with large stock deliveries and physical equipment collections.
* Provide cover for other members of the team where required.
* Contribute to the development and improvement of operational processes and systems.
* Provide 1st and 2nd level desktop IT support for staff and students.
* Install and configure PC hardware and peripherals.
* As required participate in various small to medium size IS or customer related projects and disseminate information where appropriate.
* Such other duties as may be reasonably required by Line Management
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| **Working Relationships:** |
| The role holder is required to form working relationships with customers at all levels of the organisation. They will also liaise and advise the IS management team and business owners across the University.The role holder will also be required to communicate in detail with technical colleagues both internally and externally to the organisation. |

1. **PERSON SPECIFICATION**

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| **No** | **Attributes** | **Rating** | **Source** |
| **1.** | **Specific Knowledge & Experience** |  |  |
|  | Knowledge of Microsoft Windows based operating systems in an AD networked environment  | E | AF, S |
|  | Good knowledge of PC based applications | E | AF, S |
|  | Experience of supporting and installing Windows and other Microsoft core applications | E | AF, S |
|  | Required on occasions to carry IT related hardware (10 – 15 Kg approx) to locations on campus during the normal course of duty | E | AF, S |
|  | Experience of installing PC’s and/or Apple Mac Computers | E | AF, S |
|  | Previous experience in a service delivery or IT support role | D | AF, S |
|  | Knowledge of ITIL based infrastructure processes | D | AF, S |
| **2.** | **Skills & Abilities** |  |  |
|  | Ability to resolve problems adopting appropriate procedures | E | AF, S, T |
|  | Ability to work as part of a team or on own initiative | E | AF, S |
|  | Excellent administration, organisation and writing skills. | E | AF, S, T |
|  | Excellent verbal and written communication skills (by phone email or face to face) | E | AF, S, T |
|  | Excellent customer service skills | E | AF, S, T |
|  | Ability to plan, prioritise and organise workload as part of a team or individually. | E | AF, S, T |
| **3.**  | **Education &/or Training** |  |  |
|  | 5 GCSEs at grade C or above including English and Mathematics or an IT related qualification | E | AF, S |
|  | Previous experience of working in a IT support environment | E | AF, S |
|  | HNC/HND or equivalent in an IT related qualification | D | AF, S |
|  | ITIL Foundation Qualification | D | AF, S |
| **4.** | **Other Requirements** |  |  |
|  | Keen desire to learn new skills | E | AF, S |
|  | Proactive and innovative | E | AF, S, T |
|  | Ability to remain calm in demanding situations | E | AF, S |

**Legend** Rating of attribute: E = essential; D = desirable Source of evidence: AF = Application Form; S = Selection Programme; T = Test; P = Presentation,

**JOB HAZARD IDENTIFICATION FORM**

**JOB HAZARD IDENTIFICATION FORM**

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| **Please tick box(s) if any of the below are likely to be encountered in this role. This is in order to identify potential job related hazards and minimise associated health effects as far as possible. Please use the** [**Job Hazard Information**](http://www.port.ac.uk/departments/services/humanresources/occupationalhealthservice/jobhazardinformation/filetodownload%2C164407%2Cen.doc) **document in order to do this.**  |
| 1. International travel/Fieldwork
 |  | 13. Substances to which COSHH regulations apply (including microorganisms, animal allergens, wood dust, chemicals, skin sensitizers and irritants)  |  |
| 1. Manual Handling (of loads/people)
 | x | 14. Working at height |  |
| 1. Human tissue/body fluids (e.g. Healthcare workers, First Aiders, Nursery workers, Laboratory workers)
 |  | 15. Working with sewage, drains, river or canal water  |  |
| 1. Genetically Modified Organisms
 |  | 16. Confined spaces |  |
| 1. Noise > 80 DbA
 |  | 17. Vibrating tools  |  |
| 1. Night Working

 (between 2200 hrs and 0600 hrs) |  | 18. Diving |  |
| 1. Display screen equipment
 | x | 19. Compressed gases |  |
| 1. Repetitive tasks (e.g. pipette use, book sensitization etc)
 |  | 20. Small print/colour coding |  |
| 1. Ionising radiation/ non-ionising radiation/lasers/UV radiation
 | 21. Contaminated soil/bio-aerosols |  |
| 10. Asbestos and lead  | 22. Nanomaterials  |
| 11. Driving on University business (mini-bus, van, bus, forklift truck etc)  | 23. Workplace stressors (e.g. workload, relationships, job role etc) x |
| 12. Food handling  | 24. Other (please specify)  |

**Line Manager/Supervisor to sign below:**

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| **Signed** | Chris Johnson |
| **Name (block capitals)** |  |
| **Date** | 14/07/2017 |
| **Extension number** | 3011 |