



1 Advertisement

Post Title: Customer Support Analyst

School/department: IT Services

Hours: Full time. Requests for flexible working options will be considered (subject to business need).

Contract: Fixed term contract until March 2024.

Reference: 20369

Salary: starting at £32,411 to £36,333 per annum, pro rata if part time.

Placed on: April 2023

Closing date: 15 May 2023. Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed.

Expected start date: As soon as possible

We reserve the right to close the advert earlier than the specified closing date, therefore we encourage you to submit an early application

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

As a member of our very busy and fast paced Customer Helpdesk Team, you will be responsible for delivering a high profile 'Expert Helpdesk' Service. You will be contributing to the Incident Management and Service Request fulfillment processes, first stage Problem Management process and may at times play a role in delivering support services directly to specific schools, divisions or projects.

Working as part of a team, where you will have the opportunity to learn from experienced colleagues further developing your own skillset whilst delivering outstanding service experiences that delight our customers and achieve a high rate of 'first time fix'.

To be successful in this role you will have excellent customer service skills with the ability to remain calm and professional during times of challenge and a high workload. You will be experienced in providing both software and hardware technical support to a wide variety of users. Ideally you will also have experience in a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc), support of mobile devices, and some practical knowledge of a wide variety of AV technologies.

For more information about this role, please contact Michelle Richardson on michelle.richardson@sussex.ac.uk

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and

improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

3. Job Description

Job Description for the post of: Customer Support Analyst

Department:	IT Services
Section/Unit/School:	Operations
Location:	Shawcross, University of Sussex
Grade:	6
Responsible to:	Customer Helpdesk Team Lead
Responsible for:	n/a

A member of the Customer Helpdesk Team responsible for delivering a high profile 'Expert Helpdesk' Service. The post holder contributes to the Incident Management and Service Request fulfillment processes, first stage Problem Management process and may at times play a role in delivering support services directly to specific schools, divisions or projects.

The postholder works as part of a team to deliver outstanding service experiences that delight our customers and achieve a high rate of 'first time fix'.

Principal Accountabilities

1	Carry out analysis, reporting and other business support activities that contribute to the achievement of departmental priorities and goals.
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2	Contribute to the development of a strong data and evidence led approach to decision making by providing robust and insightful data on agreed performance indicators.
3	Help to standardise the use of metrics and analytics across the department and to provide advice to colleagues, with the aim of establishing best practice around the use and interpretation of analytics to drive activity.
4	Contribute to the customer facing IT Helpdesk with a clear focus on delivering a continually improving rate of 1st time fixes to support delivery of an 'Expert IT Helpdesk'.
5	Accountable to heads/directors/managers of schools, divisions or projects that they may be directly delivering services to.

Key Responsibilities

Core Professional Services Responsibilities	
1	<p>1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities.</p> <p>1.2 Contribute to the development of management information reporting which provides data on the achievement of identified key performance indicators and drive decisions.</p> <p>1.3 Identify and source additional information as needed to support decision making processes.</p> <p>1.4 Compile and present appropriate standard and adhoc reports for key stakeholders, including narratives to clarify meaning and aid decision making which take into account the needs of the stakeholder group and presents material in the most appropriate way.</p> <p>1.5 To stay up-to-date with current developments in data analysis and be aware of best practice in tools, techniques and trends.</p> <p>1.6 Support colleagues in accessing and interpreting information provided.</p> <p>1.7 Assist with the development of colleagues, providing coaching and development opportunities.</p> <p>1.8 Work collaboratively with team colleagues to understand what their data requirements are and to be able to develop these in the most accessible and user friendly way.</p> <p>1.9 Work collaboratively across other similar roles within the organisation and externally to learn from best practice and to develop consistent approaches.</p> <p>1.10 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p>
Role Specific Responsibilities	
2	Support the IT Helpdesk service as directed by the Head of Service Management plans for medium to longer term service delivery and any tactical changes deemed necessary by the Customer Help Desk Lead or Senior Customer Support Analyst(s) to meet operational need.
3	Accurately record Incidents and Service Requests in the Service Management Tool following agreed Service Management processes. Respond to customer requests for support by providing information that enables problem resolution
4	Contributes to resolution of Incidents and Service Requests through to resolution in line with agreed KPI's.
5	May work with external suppliers to manage and resolve ongoing incidents, acting on advice, and relaying guidance and instructions to the customer.
6	Provides advice and support remotely and in person to end users.
7	Follows all associated written processes, procedures and instructions in order that the published service levels and Key Performance Indicators are met
8	Updates the Service Management in response to assigned incidents and service requests.

9	Where Incidents or Service Requests are unable to be resolved at the Helpdesk, escalate to appropriate expert resources within the team, the broader ITS team and, external suppliers/support services.
10	Use and update FAQ's and Knowledgebase articles to resolve incidents and service requests.
11	Escalates Incidents and Service Requests that exceed (or may exceed) agreed SLA's to line management.
12	Contribute to stakeholder communication activities and initiatives via all available channels.
13	Maintain a broad knowledge of and technical understanding of ITS services.
14	Contribute to customer communication activities and initiatives that may include website information, use of social media, broadcast news and other channels.
15	Use own initiative to maintain broad knowledge and technical understanding of ITS services.
16	Use own initiative to maintain general IT technical knowledge and skills and in line with ITS technology strategy.
17	Participate in sprint planning to understand the team's objectives for upcoming sprints.
18	Work on assigned tasks in accordance with sprint plans to deliver specified outputs and outcomes.
19	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives

Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Contributes to the safe and secure operation of the IT Helpdesk, IT Cluster Space and IT Training Space. Additionally, the postholder follows appropriate procedures and direction to ensure the safe handover and receipt of a wide range of end user computing devices
4	The post holder reports to a Customer Helpdesk Team Lead, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
5	Support achievement of the Division's/Unit's/School's compliance with all

	applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
6	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

4. Person Specification

	Essential	Desirable
Good secondary education.	X	
Educated to degree level or equivalent professional experience.		X
Good management skills		X
Effective oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Planning and organisational skills.	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.	X	
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience of the HE sector		X
Experience working in a service-oriented environment.		X
Good experience in at least two of the areas below:	X	
<ul style="list-style-type: none"> Experience of providing technical support to computer users, both software and hardware. 		X
<ul style="list-style-type: none"> Good working knowledge of a wide variety of mobile devices including phones, tablets and laptops. 		X

	Essential	Desirable
<ul style="list-style-type: none"> • Experience of Windows, Linux, MAC OS, IOS, Android, networking and Wi-Fi. 		X
<ul style="list-style-type: none"> • Practical working knowledge of a wide variety of AV technologies used in delivery of teaching and learning, conferencing and workplace collaboration. 		X
<ul style="list-style-type: none"> • Experience of a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc) 		X
<ul style="list-style-type: none"> • Understanding of administering users within secure Enterprise identity management solutions and other associated technologies, including: Email Hygiene products (e.g., Mimecast), Identity Access Management software (e.g. Okta) 		X