



## 1 Advertisement

**Post Title: Senior Customer Support Analyst**

**School/department:** ITS

**Hours:** full time or part time hours considered up to a maximum of 1 FTE.

Requests for flexible working options will be considered (subject to business need).

**Contract:** A Fixed term, maternity cover post until March 2024

**Reference:** 10283

**Salary:** starting at £35,333 to £42,155 per annum, pro rata if part time

**Placed on:** 05 January 2023

**Closing date:** 02 February 2023. Applications must be received by midnight of the closing date.

**Expected Interview date:** to be confirmed

**Expected start date:** ASAP

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 Senior member of the Customer Helpdesk Team, you will be responsible for delivering a high profile 'Expert Helpdesk' Service. The post holder will lead on proactively 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.

You will also be responsible for analysing the University's systems and processes, seek to leverage efficiency/effectiveness by studying its needs, its operating model, its workflows, and its technological systems. You will also make recommendations that will improve

efficiency/effectiveness and oversea technical development projects.

Please contact Liz Davies on [e.a.davis@sussex.ac.uk](mailto:e.a.davis@sussex.ac.uk) for informal enquiries.

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:** Senior Customer Support Analyst

**Department:** ITS

**Location:** Shawcross, University of Sussex

**Grade:** 7

**Responsible to:** Customer Helpdesk Team Lead

**Responsible for:** N/A

### **Role Description**

A senior member of the Customer Helpdesk Team responsible for delivering a high profile 'Expert Helpdesk' Service. The post holder will lead on proactively 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.

Analyse the University's systems and processes, seek to leverage efficiency/effectiveness by studying its needs, its operating model, its workflows, and its technological systems. Make recommendations that will improve efficiency/effectiveness and oversee technical development projects.

### **Principal Accountabilities**

1	Work with key stakeholders to critically evaluate data, systems and processes to identify opportunities to leverage improvements to efficiency and effectiveness.
2	Develop proposals to realise identified improvements, where appropriate adhering to University's project governance framework, developing initial project plan, including scope, resource plans and costs of an implementation project based on the outcomes from an initial feasibility project. Get the project plan through initial approval.
3	Provide the day-to-day leadership and management of projects, through all aspects of the project life cycle, coordinating project members, and liaising closely with the project sponsor.
4	Work with key stakeholders across the institution, manage the key communications for the project, liaising with project team members and internal and external stakeholders
5	Undertake product selection and procurement activities to ensure the achievement of project objectives, product fit and best value
6	Coordinate project, service and business readiness activities via a transition plan.
7	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'.
8	Accountable to heads/directors/managers of schools, divisions or projects that they may be directly delivering services to.
9	Supervise and mentor junior colleagues as required.
10	Deputise for the Customer Helpdesk Team Lead as required from time to time.

## Key Responsibilities

<b>Core Professional Services Responsibilities</b>	
1	<p><b>Identify Opportunities</b></p> <p>1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities.</p> <p>1.2 Undertake detailed analysis of data, systems and processes, identifying opportunities to leverage improvements to efficiency and effectiveness.</p> <p>1.3 Discuss findings with key stakeholders.</p> <p>1.4 Assess opportunities to maximise impact.</p> <p>1.5 Develop proposals as appropriate to enter project management system.</p> <p>1.6 Research solutions and guide discussions and decisions on best available options.</p>
2	<p><b>Deliver and Lead the Project Lifecycle</b></p> <p>2.1 Within the scope of the project, manage all aspect of the project lifecycle including; scope, timelines, resources, budget, risks and issues, relationships, training and communication.</p> <p>2.2 Develop and implement a rigorous planning and ensure it is delivered by appropriate parties.</p>
3	<p><b>Project Leadership and Management</b></p> <p>1.1 Ensure project managed in line with institutions project management methodology.</p> <p>1.2 Coordinate project, service and business readiness activities.</p> <p>1.3 Work with the project team and project office support colleagues, to deliver the project objectives, delegating, coaching and guiding as needed</p> <p>1.4 Work with stakeholders ensuring delivery to project specification.</p>
4	<p><b>Stakeholder Engagement</b></p> <p>1.1 Identify and manage project dependencies; work closely with business areas to identify priorities and jointly ensure that the most appropriate way is found for the priorities to be met.</p> <p>1.2 Work with stakeholders, providing information and ensuring technical information is understood.</p>
5	<p><b>Procurement and Contract Management</b></p> <p>1.1 Undertake project procurement activity.</p> <p>1.2 Manage supplier contracts connected to the project delivery.</p>
<b>Role Specific Responsibilities</b>	
6	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 to meet operational need.
7	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
8	Take ownership of Incidents and Service Requests through to resolution in line with agreed KPI's.

9	Liaise with external suppliers to manage and resolve ongoing incidents, acting on advice, and relaying guidance and instructions to the customer.
10	Provides advice and support remotely and in person to end users.
11	Adhere to all associated written processes, procedures and instructions in order that the published service levels and Key Performance Indicators are met
12	Monitor the Service Management system for new incidents and service requests and process based on priority and urgency.
13	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. Ensure that these escalations are managed through to a successful resolution withing agreed SLA's.
14	Use and update FAQ's and Knowledgebase articles to resolve incidents and service requests.
15	Co-ordinate all support resources and provide appropriate status updates in respects of Incidents and Service Requests.
16	Escalates Incidents and Service Requests that exceed (or may exceed) agreed SLA's to line management.
17	Use reporting tools to provide analysis and insight of support trends and potential service improvement works.
18	Contribute to stakeholder communication activities and initiatives via all available channels.
19	Maintain a broad knowledge of and technical understanding of ITS services.
20	Participate in and contribute to customer communication activities and initiatives that may include website information, use of social media, broadcast news and other channels.
21	Use own initiative to maintain broad knowledge and technical understanding of ITS services.
22	Use own initiative to maintain general IT technical knowledge and skills and in line with ITS technology strategy.
23	Participate in sprint planning to understand the team's objectives for upcoming sprints.
24	Work on assigned tasks in accordance with sprint plans to deliver specified outputs and outcomes.
25	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives
26	Supervision and mentoring of the junior member(s) of the Helpdesk Team(s).

### Indicative Performance Criteria

1	Leading teams of up to 5 staff plus external service providers.
2	May manage budgets, the size of which is agreed on a project by project basis.
3	Contributes to the safe and secure operation of the IT Helpdesk, IT Cluster Space and IT Training Space. Additionally, the postholder is ensures the safe handover and receipt of a wide range of end user computing devices.
4	Responsible for the achievement of personal and team KPI's as determined by the Head of Service Management.
5	The post holder reports to the Customer Helpdesk Team Lead, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is 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.
6	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.
7	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.

### Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.		X
Job related qualification at diploma level or equivalent.	X	
Membership of, or studying for, appropriate professional institute.	X	
Good management skills		X
Excellent 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	

	Essential	Desirable
Highly organised with the ability to manage multiple project streams. Ability to prioritise, delegate and ensure tasks are completed.	X	
Ability to build effective relationships with, and command the respect of, a wide range of stakeholders, including senior staff members, influencing as necessary and resolving conflict.	X	
Demonstrably strong influencing, negotiating and communications skills with the ability to listen and respond to the needs of a wide range of stakeholders at all levels.	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
An appreciation of UK HE IT Policies as they apply to Academic (Teaching / Study / Research) and Professional Services		X
Significant experience of providing technical support to computer users, both software and hardware.	X	
Good working knowledge of a wide variety of mobile devices including phones, tablets and laptops.	X	
Experience of Windows, Linux, MAC OS, IOS, Android, networking and Wi-Fi.	X	
Practical working knowledge of a wide variety of AV technologies used in delivery of teaching and learning, conferencing and workplace collaboration.	X	
Experience of a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc)	X	
Knowledge 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
Experience of managing multiple external supplier service relationships.		X

	<b>Essential</b>	<b>Desirable</b>
Knowledge of desktop engineering	X	
In-depth knowledge of Windows desktop OS.	X	
In-depth knowledge of Apple desktop OS.		X
Experience working in a service-oriented environment.		X
A track record of initiating and managing projects.	X	