Job description and selection criteria

Job title	Service Desk Analyst
Division	MPLS
Department	Computer Science
Location	Wolfson Building, Parks Road, Oxford.
Grade and salary	Grade 5: £24,057 – £28,695 p.a.
Hours	Full Time
Contract type	Permanent
Reporting to	IT Manager
Vacancy reference	118453

Introduction

The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 11,000 staff and has a student population of over 22,000.

Our annual income in 2013/14 was £1,174.4m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £478.3m p.a., and more than 80 spin-off companies have been created.

Oxford is a collegiate university, consisting of the central University and colleges. The central University is composed of academic departments and research centres, administrative departments, libraries and museums. There is a highly devolved operational structure, which is split across four academic divisions, Academic Services and University Collections and University Administrative Services. For further information, please see:
www.ox.ac.uk/staff/about_the_university/new_to_the_university/structure_of_university.

For more information please visit http://www.ox.ac.uk/about

MPLS Division

The Mathematical, Physical, and Life Sciences Division (MPLS) is one of the four academic divisions of the University.

Oxford is widely recognised as one of the world's leading science universities. In the 2008 UK Research Assessment Exercise over 70% of research activity in MPLS was judged to be world-leading (4*) or internationally excellent (3*), and Oxford was ranked first in the UK across the mathematical sciences as a whole.

The MPLS division's ten departments and three interdisciplinary units span the full spectrum of the mathematical, computational, physical, engineering and life sciences, and undertake both fundamental research and cutting-edge applied work. We have over 6,000 students and research staff, and generate over half of our funding from external research grants. Our research addresses major societal and technological challenges and is increasingly interdisciplinary in nature. We collaborate closely with colleagues in Oxford across the medical sciences, social sciences and humanities, as well as with researchers from around the world.

For more information, please visit:

http://www.mpls.ox.ac.uk/

Department of Computer Science

The Department of Computer Science was established in 1957, making it one of the longest-established Computer Science departments in the country. It is one of the UK's leading Computer Science Departments (ranked first in a number of international rankings). The Research Excellence Framework (REF) in December 2014 resulted in 74 members of the Department having 53% of their research activity ranked in the top category of 4* (world-leading). Overall, we received an average of 3.34 across the department (3* being internationally excellent). A significant majority of the Department are active in externally sponsored research, with both government and industrial funding. At present there are 69 members of academic staff and almost 100 research staff.

The Department has close links with government, industry, and other departments within the University. Among the latter are Mathematics, Engineering, Physics, Statistics and a number of life sciences departments. The Department is housed across multiple sites within the University's South Parks Road Science area, facilitating strong collaborative links with research groups and institutes in closely allied areas (including the Oxford Internet Institute and the Oxford e-Research Centre). This is an essentially inter-disciplinary activity which is at present attracting major funding from a number of sources. At present the Department holds over £50m in external research contracts.

Research in the Department is currently managed in seven themes:

- *Programming Languages and Software Engineering* (led by Professor Jeremy Gibbons, and including Professor Jim Davies) works on a wide variety of areas including model-driven development, functional programming, and static analysis;
- *Security* (led by Professor Bill Roscoe) specialises in cybersecurity (Professor Sadie Creese leads a new Cybersecurity Centre), protocol analysis, trusted computing, networking, and human-centred computing;

- *Automated Verification* (led by Professor Marta Kwiatkowska) covers probabilistic and software model checking (Professor Daniel Kroening), time and concurrency (Professor Joel Ouaknine, Professor James Worrell, and Professors Roscoe and Lowe), and hardware (Professor Tom Melham);
- *Computational Biology* (led by Professor David Gavaghan, and including Professors Kevin Burrage, Helen Byrne, and Blanca Rodriguez) is one of the world's leading groups building computational models of biological systems, and is particularly well-known for its work on the heart;
- *Foundations, Logic and Structures*, (leader Professor Samson Abramsky) which includes groups working on quantum information and computation (Professors Samson Abramsky and Bob Coecke), game semantics and verification (Professor Luke Ong), and constraints (Professor Peter Jeavons);
- *Information Systems* (led by Professor Ian Horrocks, and including Professors Michael Benedikt, Nando de Freitas, Boris Motik, Georg Gottlob, and Michael Wooldridge) has groups working on databases, knowledge representation and reasoning, multi-agent systems, and computational linguistics (Professor Stephen Pulman);
- *Algorithms* (led by Professor Leslie Ann Goldberg, and including Professors Paul Goldberg and Elias Koutsoupias) covering computational complexity, algorithmic game theory, and constraint satisfaction.

For more information please visit: http://www.cs.ox.ac.uk/

Summary of the University's Equal Opportunities Policy

The policy and practice of the University of Oxford require that all staff are afforded equal opportunities within employment. Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Job description

Overview of the role

The Service Desk is the main point of contact for IT queries in the Department of Computer Science from academics, students, visitors and support staff. The Service Desk Analyst will be responsible for offering advice and support on IT related issues, taking ownership of incidents, working with colleagues within IT team to ensure a timely delivery of innovative solutions.

This is a fast paced requiring excellent communication, interpersonal and customer service skills as well as a broad range of general knowledge of IT as further training will be provided.

Whilst this role is not specifically target driven, a number of key metrics will be used to drive improvement within the overall service, including customer satisfaction and response times. This role will enable the candidate to develop their skills over time and possible become a subject matter expert in the field of IT.

Responsibilities/duties

The main duties of the successful candidate will include:

- To provide assistance and support to members of the department via telephone, email or in person. Logging all requests in the call logging system, dealing with them in accordance with agreed service levels;
- To escalate issues which can't be resolved at first contact to the appropriate teams, retaining ownership and ensuring the issue is updated and progressed;
- To give assistance to users of PC, Mac and Linux systems on commonly used applications such as web-browsing, email, office and graphical software;
- To provide assistance in connecting mobile devices, laptops etc. to the network and other University services;
- To provide help and support for users of services provided by IT Staff in the department, working with internal IT colleagues to resolve incidents, improve user documentation, etc;
- To carry out first line trouble-shooting of malfunctioning PC and Mac laptops, including virus removal and booking appointments for PC/Mac problems requiring more in-depth diagnosis. Where required performing data backups/retrieval and operating system reinstallation on malfunctioning PCs;
- To deal with user registration problems ranging from simple forgotten passwords to more complex mail routing configurations;
- To become a subject matter expert in a specialist area such as advanced registration knowledge, mobile or tablet computing, Apple Mac, or social media in which expert advice can be provided to customers and colleagues;
- To know and implement the rules for eligibility to IT Services accounts, as well as for discretionary extension of access to computer facilities. Eligibility rules are complex and vary between services;
- To set up new mailing lists as well as updating owner and manager information and trouble-shooting configuration issues;
- To liaise with users for purchasing of IT equipment from research grants, as well as of end-user IT equipment for departmental members.
- To deploy IT equipment in the Department when it has been purchased or it has to be moved;

- To contribute to the training of new staff by presenting training sessions and providing assistance;
- To take advantage of appropriate training opportunities as they arise, in order to keep up to date with relevant skills and development;
- To contribute to the development of technical documentation and other written material;
- Actively contribute to a culture of continual service improvement;
- Undertake other reasonable duties as required.

Selection Criteria

Essential:

- Education to a A-level standard or above, or equivalent Level 3 qualification demonstrating the ability to gain and apply a range of knowledge, skills and understanding – or equivalent experience at this level
- Demonstrable experience of working in a busy customer service role (phone, email and/or face to face) providing initial contact to a wide range of people with different abilities and levels of seniority.
- Ability to communicate solutions to customer problems, via different methods of communication (email, phone, face to face) in a way which is appropriate to the recipient
- Exceptional customer service skills - a demonstrable track record of providing a friendly, 'can-do' approach to resolving enquiries
- Proven track record in the ability to acquire new IT systems skills and knowledge
- Experience of working in a systematic, methodical and organised fashion, with the ability to recognise and take action when tasks need to be re-prioritised
- Proficiency in using a range of commonly used IT applications such as office applications, configuration of mobile and tablet devices, Internet and wireless access
- Basic understanding of audio-visual (AV) equipment operation, such as projectors and audio/video connections.
- An effective team member, who demonstrates support and commitment to achieving both individual and team goals

Desirable:

- Previous experience of working in a role providing first line IT support involving trouble shooting personal computing problems.
- Experience of installing, configuring, using and trouble-shooting Linux; Microsoft Windows and/or Apple Macintosh
- Knowledge of computer networking
- Experience of the use of social media within a business context;
- Experience of working in IT in a University environment;

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. All applicants must read the candidate notes on the University's pre-employment screening procedures, found at:

https://www.ox.ac.uk/about/jobs/preemploymentscreening/.

Working at the University of Oxford

For further information about working at Oxford, please see:

www.ox.ac.uk/about_the_university/jobs/supportandtechnical/

Salary and Benefits

The post, which is a full time appointment, has a salary on the University grade 05S scale (currently £24,057 - £28,695 p.a.). This includes membership of OSPS and has an annual leave entitlement of 38 days per year (inclusive of all public holidays and university closed periods).

How to apply

If you consider that you meet the selection criteria, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a user. You will then be required to complete a number of screens with your application details, relating to your skills and experience. You will be required to upload a CV and supporting statement. The supporting statement should describe what you have been doing over at least the last 10 years. This may have been employment, education, or you may have taken time away from these activities in order to raise a family, care for a dependant, or travel for example. Your application will be judged solely on the basis of how you demonstrate that that you meet the selection criteria outlined above and we are happy to consider evidence of transferable skills or experience which you may have gained outside the context of paid employment or education.

Please save all uploaded documents to show your name and the document type.

All applications must be received by **midday** on the closing date stated in the online advertisement.

You will also be asked to provide reference details as part of the online application process and will be asked to indicate whether you are happy for us to contact your referees directly should they not provide a reference by the stated closing date.

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk

To return to the online application at any stage, please click on the following link www.recruit.ox.ac.uk

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all e-mails.