

Job Title	Service Desk Analyst		
Reports to	Senior Service Desk Manager		
Department	Technology		
	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.

We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business change and enterprise architecture.

Job Purpose and responsibilities

The Service Desk provides support to the LBS community (faculty, students, staff, visitors, executive participants and alumni). The SDA (Service Desk Analyst) will provide support for all incoming queries to the Service Desk, via phone, email, ticket or walk-up. This will include request resolution, initial triage of incidents and escalating tickets where necessary to other resolver teams.

Role responsibilities include:

- Managing incoming queries received via phone, email, walk-up or ticket queues, logging Incidents and Service Requests on our ITSM toolset.
- Providing rotational support to our “Walk Up” welcome desk assisting our customers with all variants of software/hardware related issues.
- Monitor the main support ticket queue having awareness of the **SLA response** time and identifying high priority tickets. Escalating where required.
- Liaise with customers to ensure required information is collected as part of the initial triage. Provide information and resolutions to customer to resolve queries, maintaining ownership of and responsibility for their request tickets seeing them through to successful completion.
- Diagnosis and troubleshooting of Incident and Service Request tickets having awareness of the **SLA resolve time**. Maintain and update incident records with concise details and solutions avoiding technical jargon.
- Carry out standard request tasks, such as user account creation and maintenance.
- Ensure effective communication and appropriate customer updates are provided throughout the lifecycle of the ticket.
- Management and prioritisation of own individual ticket queues and workloads.
- Supporting online campus Technology/IT clinics providing support for students, on campus or online.
- Adhere to ITIL framework best practice processes and supporting documentation.
- Support the team by creating and updating Knowledgebase articles and sharing with team members.
- Personal and technical knowledge development through dedicated learning time and access to training.

The role reports to the Senior Service Desk Manager.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Conduct administrative and/or operational tasks in accordance with defined policies, procedures and instructions to ensure the delivery of a first-class service to all stakeholders.
- Provide first line support within the School, solving routine problems in a specific area, and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Draft and develop standard materials, working to a clear brief, for use in the provision of an effective and efficient support service.
- Co-ordinate team calendars and meetings to support efficient and effective team working.
- Organise, input into and monitor databases and records to ensure accurate recording, completed in a timely manner in line with established processes.

Analysis and Reporting

- Organise, upload into and monitor systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collaboration and Support
- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide ad hoc support (e.g. providing data) to small projects in order to support project planning and implementation; sometimes taking the lead on defined project activities

Process Improvement

- Proactively review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.

- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.
- Team performance and customer satisfaction (for Operational Team Leaders only).

Knowledge, Qualifications and Skills

You will have a passion for delivering exceptional customer service. Enjoy troubleshooting all software and hardware related issues, under-pinned with strong interpersonal skills particularly communication and team working. A highly motivated and pro-active mindset with an ability to work under pressure.

Essential:

- Excellent communications skills with the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem-solving skills.
- Experience of working within a customer centric environment.

Desirable:

- ITIL v3/4 foundation.
- Microsoft, Apple OS, CompTia, certification.

Staff	N/A
Budgets	N/A
Date Updated	April 2026