

# JOB DESCRIPTION

<b>Job Title</b>	<b>IT Operations Service Analyst</b>		
<b>Reports to</b>	<b>Service Desk Manager</b>		
<b>Department</b>	<b>IT Customer Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## 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 IT 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. This includes:

## Job Purpose

The Operations Service Analyst is to manage incoming queries to the Service Desk, logging, prioritizing and assigning tickets to the other Operations Service Analyst's, Support Engineers, AV engineers, Application support and Infrastructure.

Operations Service Analyst shall respond to requests from the LBS community (faculty, students, staff, visitors, executive participants and alumni) for IT operational services or support.

Managing the incoming email queue, logging the calls on the ITSM tool (myHelp) and assigning them to the other IT Teams when required or resolving the calls within the team.

Responding to the emergency phone, transferring the calls or passing the information to the appropriate teams.

Identifying urgent requirements and ensure these are logged and assigned with the appropriate priority, communicating with IT teams and staff to ensure they are responded to effectively and in a timely manner.

Collaborate with all IT Teams to ensure calls are being allocated appropriately and evenly.

Liaise with customers to ensure required information is collected before calls are assigned, manage customer expectations, maintain appropriate customer relationships

Provide information and resolutions to customers to resolve queries, maintaining ownership of and responsibility for their calls and seeing them through to completion.

Staffing the IT Welcome Desk on rota shift basis, dealing with face-to-face enquiries and fixes

Supporting online IT clinics to provide support for students and providing support sessions that are organised by program teams when required either on campus or online.

Escalate calls the Service Desk Manager when required and appropriate

They should continually improve service quality and optimize processes using industry standard frameworks such as ITIL as their guide

Carry out standard operations tasks, which will include user account creation and maintenance, using tools and software provided,

Provide technical assistance when required, e.g. software or hardware queries and questions from, Students, Faculty or Staff

Ensure the accuracy of all data handled through the myHelp system

Involved in all school projects when requested

Correctly use all of the available applications and support tools

The role reports to the Service Desk Manager

## Key Areas of accountability and Key Performance Indicators (KPIs)

### **Key areas of accountability:**

#### **Delivery and Support**

- Apply specialist technical knowledge across a range of different areas to deliver required services in line with defined processes, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Respond to requests from all stakeholders, providing specialist advice to deliver the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide training to colleagues or stakeholders on an area of specialism to upskill and educate others in the business support services provided.

#### **Analysis and Reporting**

- Independently collate, cleanse and analyse data, and make recommendations based on analysis to support the department's decision making process.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making.

#### **Compliance**

- Undertake investigations and inspections of data, processes and working practices in accordance with established procedure to identify actual/potential compliance issues and recommend appropriate action.

#### **Contractor Management**

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

#### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

- **Project Management**

- Plan and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

### **Financial Management**

- Monitor and review financial activity for own area of specialism to ensure the accurate completion of standard financial processes within budget and the provision of up-to-date information to support decision making.

### **Process Improvement**

- Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

### **People Management**

- Please read the people management accountabilities section at the start of this Job Family document, and refer to the most appropriate level based on team size or level.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- IT support background either 1<sup>st</sup> or 2<sup>nd</sup> line preferred.
- Microsoft AZ-900 desirable
- ITIL foundation desirable
- Windows or Apple OS certifications desirable
- Good communication skills and 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.
- Good project management skills.
- Excellent organisational skills and meticulous attention to detail.
- Strong analytical and problem solving skills.
- Positive experience of working within a customer-services orientated environment.

<b>Staff</b>	
<b>Budgets</b>	
<b>Date Updated</b>	