The University of Manchester

Job Description

Job title: Digital Support Analyst

Reports to: Digital Support Services Manager

Organisation unit: University of Manchester Library: Research & Digital Horizons

Date: January 2021

HERA: MAPPS-UML-R&DH-DS-F (341, Grade 5)

Overall purpose of the job

The Digital Support Analyst is responsible for providing second-tier support to Library colleagues in their use of the digital technologies and services deployed at the Library. This includes desktop computing, specialist library platforms and their underpinning hardware and software, and the connections between these entities.

All team members contribute and share expertise, working together to manage both ticket-based support, and larger pieces of work. Team members may be assigned responsibility for specific tasks or projects under the direction of the Digital Support Services Manager.

Key responsibilities
- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To undertake second-tier customer liaison and support, receiving support tickets via an enquiry management system, email and telephone. This includes recording and classifying support tickets, prioritising requests and providing initial support escalation and ownership of support requests
- Communicating with and on behalf of the customer. Providing appropriate monitoring and review of progress and ensuring resolution within agreed timescales
- Working on a rota with other team members to manage the queue of support tickets, responsibility for the Quick Response phone, coordination of communications to Library colleagues, and other activities under the direction of the Digital Support Services Manager
- Evaluate IT change requests for impact on the Library, ensuring communications are in place, stakeholders are aware and workarounds are identified
- To support self-service equipment, checking all machines are working correctly in all sites, fixing errors where possible or reporting these to the vendor. Updating configuration settings and coordinating the testing and sign off of changes. Supervising 3rd party vendor technicians when on site

- To support Library access control systems, entrance gates and occupancy monitoring technology. Monitoring and progressing faults, reporting issues to the vendor, supervising 3rd party vendor technicians on site and providing management information reports
- To work with central IT Service teams to commission the PCs, laptops and other end user digital devices required by Library colleagues to undertake their roles
- To install and configure hardware and software across the Library sites. Including printers, public workstations, scanners, and other specialist peripherals
- To assist colleagues by providing expertise and support for the digital platforms and services deployed at the University. Working closely with central IT Services teams to administer this support
- To create up-to-date documentation of Library hardware, software installations, systems procedures, and standard operating procedures. To review and maintain this documentation on the Library's collaborative documentation platform and IT Support knowledgebase
- To provide support for networking and telecom services within the Library. Escalating issues and requests to central IT teams and monitoring jobs through to resolution
- To maintain accurate inventory information on the Library's ICT assets
- To maintain and monitor stocks of computer-related consumables and purchase new IT equipment as requested by the Library
- To manage projects to deploy, upgrade or change IT hardware and services
- To provide support for audio visual (AV) equipment and collaborative platforms used at the Library. Liaise with 3rd party vendors and central IT Services teams to coordinate this support
- To actively research alternative and emerging technologies. As directed by the Digital Support Services Manager, identify and evaluate new digital solutions creating proposals to meet the gathered requirements and to a set budget
- To assist in the definition, collection and collation of service specific management information
- To ensure colleagues are making the most effective use of digital technologies and services. Through the identification of user training requirements and in the design and delivery of solutions where appropriate
- To be proactive in working collaboratively with colleagues from the wider Library IT teams, central IT Services teams and other teams across the Library
- To work effectively with 3rd party vendors and the University's IT delivery partners, in supporting the digital technologies and services deployed at the Library. Escalating issues and building relationships with these partners on behalf of Library colleagues.
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification

Essential knowledge, skills and experience

- A relevant honours degree or relevant vocational experience
- Previous experience of providing first and second-tier IT support in a relevant environment and possess (or be willing to work towards) a recognised service management qualification such as the ITIL Foundation Certificate
- Customer centric outlook with excellent support skills. The ability to provide excellent customer service in-person, phone and via digital channels, to a diverse group of colleagues
- Proven problem solving and analytical skills
- Good personal time management skills. Capable of effectively planning tasks and working to a deadline
- Experience in the use of incident reporting and IT service management tools, demonstrating skills in incident recording, tracking, escalation and reporting procedures
- Proven skills in and significant experience of the installation, configuration, management and support of a Microsoft Windows workstation
- Extensive proven skills in and significant experience of the installation, configuration, management and support of a range of peripherals such as printers and scanners
- Proven skills in and significant experience of supporting a broad range of software applications, both client-installed a web based. Such as word-processing, spreadsheet, database, email, presentation, graphics packages, customer relationship management and collaboration tools
- Extensive proven skills in and significant experience of the support of a Microsoft Windows environment including a good understanding of network architectures
- Skills in and experience of the support of remote access technologies such as VPN services
- Knowledge of PC and laptop architectures, maintenance and deployment including workstation cloning technologies
- Excellent teamworking skills and the ability to work independently as appropriate
- Excellent communications and interpersonal skills
- Willingness to be flexible for the benefit of customers and work colleagues
- Identify training and development needs and participate in training, as required
- Experience of reporting issues to 3rd party suppliers, maintaining strong relationships with them and supervising supplier technicians on site
- To wear supplied Library branded clothing during defined promotional activities and special events
- To share in the Library's culture and values, and ensure the working environment reflects the Library's Ways of Working

Desirable knowledge, skills and experience

- Experience in support of self-service equipment and library access control systems
- Experience in providing technical support in an academic library
- Experience of supporting Apple and Android mobile devices such as tablets