**Technical Support Analyst – Learning and Information Services – Grade F**

Job Description

**Purpose**

To provide customer and technical support to students, staff, and external users of LIS services and carry out root cause analysis on technical support issues, coordinating with different project teams to understand resolve issues. The postholder will support the Testing Team with technical expertise on systems and applications and will be involved with the execution of test scenarios where appropriate.

**Duties**

1. Picking up 3rd line support tickets, coordinating with technical teams to analyse and resolve issues.
2. Coordinate with the 1st line support team when issues require escalation.
3. Monitor & triage technical support tickets, ensuring they are kept up to date.
4. Analyse incoming support tickets, identifying trends and developing measures to reduce future issues.
5. Understand the impact of technical issues on users, staff and the wider University.
6. Produce reporting metrics for line management.
7. Escalate priority issues and manage through to resolution whilst adhering to SLA's.
8. Support the Testing Team in creation of test suites and test plans.
9. Analyse the impact of fixes and change, to assess testing content and coverage.
10. Execution of test suites and test plans.
11. Utilise testing techniques and tooling to ensure testing activity is efficient.
12. Report test progress to interested parties and stakeholders.
13. Use knowledge and expertise to contribute to the creation and maintenance of technical support documentation.
14. Staff may be required, from time to time and on an ad hoc basis, to work additional hours and/or hours outside of their normal working pattern to meet the needs of the business.
15. Such other duties as may reasonably be associated with the grade and a role of this nature.

Person Specification

**Knowledge, Skills, and Behaviours (Essential)**

- Experience of working within a multidiscipline environment and working well within a team (Application/Interview).
- Undergraduate degree in a relevant subject or equivalent experiential learning (Application).
- IT literate with knowledge of computer systems and experience of working with technical problems (Application/Interview).
- Ability to communicate effectively, both written and verbally (Application/Interview).
- Analytical and problem-solving skills (Application/Interview).
- Ability to plan, prioritise and organise own workload (Application/Interview).
- An awareness and understanding of confidentiality (Application/Interview).
- Commitment to professional development and awareness of own development needs (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

**Knowledge, Skills, and Behaviours (Desirable)**

- Experience of working in a further or higher education environment (Application/Interview).
- Practical experience in the use of professional software applications and knowledge of the software delivery process (Application/Interview).
- Experience of using service desk software, ITIL Framework and/or ServiceNow (Application/Interview).
- Knowledge of coding languages, SQL and Testing Tools (Application/Interview).
- Experience working with financial systems (Application/Interview)
- Experience of data transfer methods or integrated systems (Application/Interview).