

Job Title: Service Desk Analyst

Unit/School: Digital Services

Grade: 3AB

HERA: LIS42

Core purpose of role

Your primary role will be to provide 1st line technical support to staff and students within the IT service desk, to include collection and logging and in many cases diagnosis and resolution of technical queries.

You will also offer application support to Cardiff Metropolitan University students and staff.

You will be responsible to the IT service desk team manager and will play a key role in providing a comprehensive range of quality Information Services to our customers. The nature of the position demands versatility, flexibility, initiative and a genuine desire to give our customers a first-class IT service.

Key responsibilities and contributions

- Providing 1st line technical support for students and staff – troubleshooting and resolving where possible queries including but not limited to the use of IT equipment and software applications, authentication issues, and connectivity of WiFi devices.
- Provision of the IT service desk service using a service desk system to log calls received either by person, email or telephone, or web chat.
- Working and sharing information with members of the IT service desk team to provide consistent and relevant information for staff and students and recording of service-related issues.
- Utilising your technical knowledge to advise staff and students on efficient means of working with IT where possible.
- Monitoring that supported IT services are operating to Cardiff Metropolitan University standards, and reporting where issues are observed.
- Investigating, diagnosing and solving 1st line application problems using effective troubleshooting and fault analysis skills and escalating accordingly.
- Ensuring that IT areas are maintained to a high standard as co-ordinated by the IT service desk manager.
- Undertaking a range of IT administration duties, including user account management and data backup.
- Taking part in meetings and working groups across Cardiff Met where appropriate to aid in improving services for staff and students.
- Liaising with suppliers (for example regarding supply and warranty issues) for university purchased IT equipment.
- Taking part in evaluation of new services and technologies where appropriate.

Person Specification

Essential experience, knowledge and skills

- Relevant qualification in IT related Subject, A-Level or equivalent.
- Working knowledge of Microsoft Operating Systems including Windows 11
Strong understanding of IT troubleshooting – authentication, connectivity.
- Confident user of Microsoft Office products and able to provide advice and support on these products.
- Ability to work as part of a team.
- Ability to communicate technical solutions effectively with individuals from a variety of backgrounds and professional levels.
- Experience of working in a customer focussed environment.
- Ability to undertake routine manual, automated and administrative processes.
- Willingness to travel and operate across university campuses.

Desirable

- Able to support Apple Macintosh computers in a networked environment.
- Experience in using Active Directory and Entra.
- Ability to greet customers in Welsh would be an advantage.

Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

| Language level and general descriptor | Listening | Reading | Speaking | Writing |
|--|-----------|-----------|-----------|-----------|
| A1 – Beginner Can understand and use familiar everyday expressions and very basic phrases in Welsh. | Desirable | Desirable | Desirable | Desirable |
| A2 - Basic user Can deal with simple, straightforward information and communicate in basic Welsh. | | | | |
| B1 - Intermediate user Can communicate, to a limited level, in Welsh about things that are familiar and/or work related. | | | | |
| B2 - Upper intermediate user | | | | |

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|---|--|--|--|--|
| Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker. | | | | |
| C1 - Fluent user Can communicate fluently in Welsh. | | | | |
| C2 - Master user Can communicate fluently on complex and specialist matters in Welsh. | | | | |

Disclosure & Barring Service requirements

This post does not require a DBS check.

Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.