Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: AV Support Analyst (Student and Teaching Service Line)

Department/Division: Data & Technology Leader   **Accountable to: Service Line Manager Team**

Job Summary

Responsible for providing second line service and support to the Student and Teaching service line.   The role is primarily accountable for handling 2nd line service calls and ensuring the 3rd line teams within the department and in Business Led Technology teams are operating to agreed service levels.

As a Support Analyst there will also be a requirement to maintain excellent relationships with the Business Led Technology teams that would fall into this service area. This would include escalating issues and resolving problems in a collegiate and empathetic way.
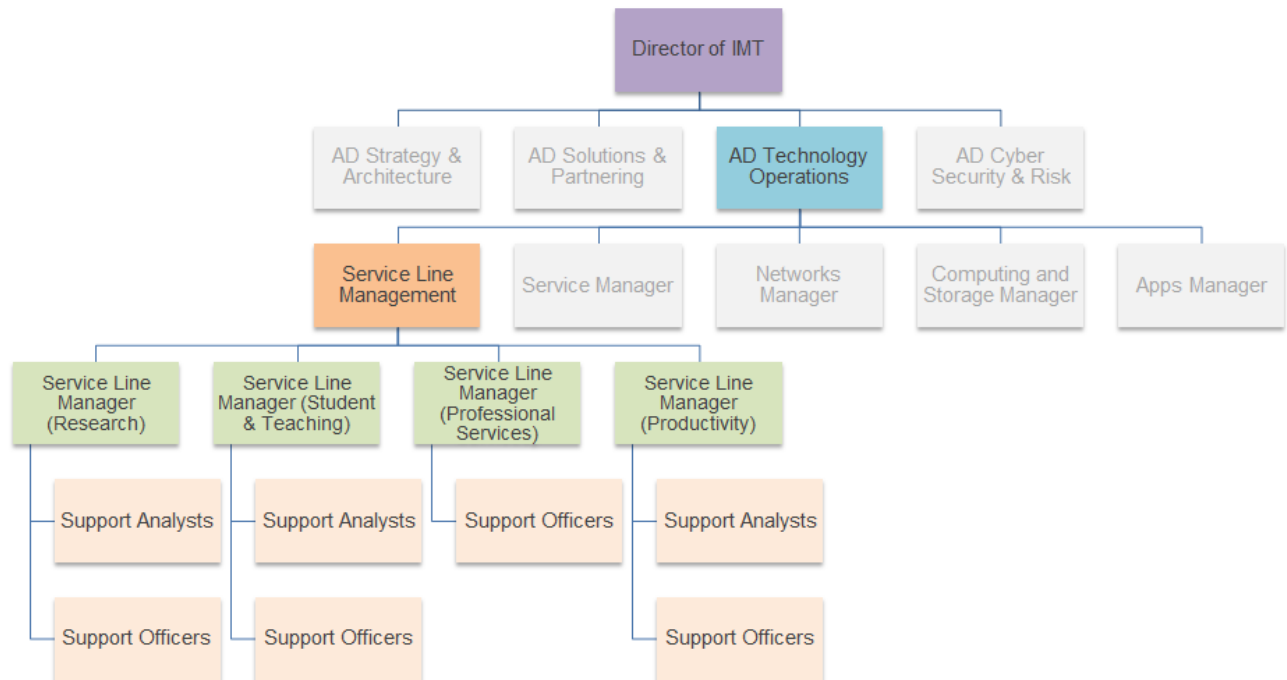
This post will:-
- Provide resolutions and 'work-arounds' for service incidents and deliver specific service requests from colleagues across the school
- Ensure that a the principle of 'shift left' is adhered to by supporting transition of specific resolutions to the first line teams and maintaining a comprehensive, timely and effective knowledge base
- Be able to guide and support projects through transition to live activities into the service line and rest of the support function
- Be a key resources to maintenance projects
- Provide a key communications point on technology relating to their service line encouraging an empathetic and professional approach in line with the cultural values of the Division.

Structure of the team
Team size 22 including this post

Duties and Responsibilities

Leadership Duties
- Provide mentoring and support to other support staff in relation to this service line
- Actively contribute to continuous service improvement within the division by identifying and implementing change to service requests and incident management that will improve performance and reliability
- Actively contribute to analysing and defining service standards working across teams to ensure consistency of service.
- Take an active part in service transition activities to ensure that teams are working well together and acting as 'enablers' for service.
- Ensure calls transitioning to 1st line or Teaching Side support are effectively moved to the teams with appropriate training, coaching, documentation and knowledge.
- Ensure follow up and call closure are completed where necessary including liaising with teams in other Divisions where necessary.

- With the Service Line Manager, monitor ageing calls on a day to day basis and assist in prioritising work for colleagues. Ensure SLAs are understood and adhered too and, where exceptions occur, the appropriate escalation is taking place.
- Act as a deputy for the Service Line Manager when called upon.
- Where necessary lead on major or severe incidents to ensure communication is effective and that the incident is professionally managed to a conclusion.

Service Line Specifics

- Provide 2nd Line Support services including exceptions to the defined standards on teaching space technology including AV and Teaching tools and techniques, and support for specialist computing equipment in the teaching spaces.
- Provide consultancy advice and support to colleagues across the school on procurement of exceptional items.
- Provide engagement and context to the Productivity Service Line in deploying teaching related Commercial Off the Shelf products (COTS)
- Providing support to 1st line staff on the deployment of standard teaching services including regular forums and training and development of the Teaching Side Support Team.
- Maintain a strong and effective relationship with the Estates and the Learning, Technology and Innovation teams to ensure that Teaching Spaces are appropriately serviced with an eye for continuously improving how teaching staff and students can be supported.
- Working with the Service Managers for Student and Teaching, ensure a regular liaison with focus groups including the Student Union
- Promote cyber security messages and support to Students during the conduct of your duties.

Service Delivery

- Diagnose and analyse incidents related to the service line and provide sufficient information where necessary to allow other teams to resolve the issue
- Liaise with Business Led Technology teams and other teams in the Data and Technology Division to ensure a clear understanding of the services being provided
- Provide a pro-active management of solutions to ensure delivery of a high level of customer service.
- Take ownership of service requests and incidents and take a pro-active and empathetic approach to handling engagement with colleagues and students.
- Provide easily understood information on all aspects of the service line ensuring that communication is clear and welcoming.
- Act as a subject matter expert on service within the service line.
- Take an active part in understanding the services within the service line and developing your own and others skills in understanding the services.
- Escalate calls quickly and efficiently when swift resolutions cannot be found ensuring a smooth and fast return to operation of services and resolution of incidents.
- Support 1st line colleagues in handling calls as a first time fix wherever possible.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

This role will require coaching and supporting existing teams through a change process and help in changing the culture and approach of the department.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

This role also carries a responsibility for ensuring that all of our services are built on the basis of diversity by design.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.