

## Job Description

### **Job Title: Desktop Support Analyst**

#### **About SLC**

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

#### **Company Mission**

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

#### **Company Vision**

Our vision is to be valued as a digital, customer-focused, centre of excellence.

#### **Job Details**

##### **Grade:**

3

##### **Reporting to:**

Desktop Team Lead

##### **Job Purpose:**

ITS Operations is looking to fill a permanent position within the Desktop Support Team. This is a second line technical role, and the successful candidate will be required to provide software and hardware support to all SLC PC and laptop users.

##### **Key responsibilities:**

- 2<sup>nd</sup> line support all SLC PC equipment, laptops and Apple Macs for staff with computer related issues on a day to day basis primarily at the Glasgow and Hillington sites.
- Build solid working relationships with colleagues and customers within SLC.
- Manage your own incident queue and prioritise your workload.
- Work well within a team environment and be able to work to a high standard under your own supervision.
- Contribute to continued improvement and progression of the team through cross training and knowledge sharing.
- Prepare documentation and share with your colleagues across IT.
- Ensure that practices and processes exist and, where possible, they are standardised and repeatable.
- Assist the Problem Analyst by highlighting recurring events/incidents.
- Be available for overtime and weekend work as required.

##### **Knowledge, Skills and Experience:**

- 1st and/or 2nd line PC support experience.
- Customer service experience essential.

- Knowledge of MS Office, Lotus Notes, Windows Operating Systems, Windows Servers, Altiris/SCCM deployment tools, MSI Packaging, Symantec PGP, Sophos AV and Heat Security Suite.
- Performing moves of PC equipment and peripherals.
- Experience of working to set service level agreements (SLAs) and key performance indicators (KPIs).
- HNC\HND in computing or equivalent IT certification.
- Able to work as part of a team.
- Ability to prioritise calls to meet the demands of the business.
- Excellent interpersonal skills with outstanding written and verbal communications.
- Be able to work to a high standard under your own supervision.
- Strong organisational, time management and prioritisation skills.
- Ability to communicate issues in a non technical manner.