



Core job information			
Job Title	Client Devices Analyst		
Dept./School/Inst.	IT Services	Section/Centre/Unit	Infrastructure
Career Family	Professional	Grade	G4
Working hours per week	Normally 35 hours, on average. Extended hours to reflect the introduction of a 24/7 cover	Appointment period	Permanent
Reports to (job title)	Client Devices Manager	Current location	Queen Mary Campus with flexibility to work at all QM sites

Job purpose *(Why does the job exist? What is it there to achieve or deliver?)*

Using significant level of specialist expertise in Client Devices, accountable for managing team/s of specialists to deliver high quality, robust, resilient, responsive and secure College wide IT Client Devices service, providing customer focused support, guidance and technical solutions to ensure delivery of the IT Services and Colleges Strategic goals.

- Deliver and continually improve Client Devices effectiveness, impact and outcomes across a range of services and complex projects.
- Work in partnership with academic, professional and medical senior managers, staff and students, to establish and manage technical and service standards for Client Devices.
- Review performance, in consultation with Client Devices Manager, plan and manage design, implementation/integration, maintenance and upgrade of: policies, processes and operations.
- Monitor and develop specialist team/s to deliver a high performance, customer focused, quality driven service.
- Monitor allocated resources (people and finance) to deliver to agreed targets and timescales, using industry best practice methodologies to deliver value.
- Managing team priorities, providing day to day management of team to deliver a valued and effective experience of IT.
- Leading the configuration, integration, installation and maintenance of the services.
- Providing technical expertise for the development and support of the services.
- Monitoring desktop systems and desktop applications.
- Monitoring third line technical support for the managed desktop services.

Knowledge, Skills & Experience *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Degree, HND, NVQ4 in relevant subject ITIL foundation qualified or demonstrate operational experience using appropriate best practice framework	All Essential unless indicated by 'D' which is Desirable
Experience	Analyst with significant relevant experience in similar or related role in Client Devices or significant vocational experience demonstrating development in professional/specialist knowledge and involvement in a series of progressively more demanding relevant work roles Demonstrate high quality, customer focused IT service in a complex and diverse, multi site environment, delivering value and conforming to industry best practice and audit requirements Design and delivery of successful continuous improvement, to specification, within budget, to quality standards and on time Experience of providing IT service delivery in an academic/research environment	All Essential unless indicated by 'D' which is Desirable
Knowledge, skills & abilities	Delivers sound advice and support to deliver a quality customer experience Thorough knowledge and understanding of work practices, processes and	

	<p>procedures relevant to specialist area</p> <p>Detailed operational knowledge of systems functionality and capability</p> <p>Clear understanding of relevant industry best practice standards and regulations</p> <p>Demonstrates experience supporting research, teaching, learning and business activities</p> <p>Proven planning, communication, interpersonal and organising skills</p> <p>Analytical and problem solving skills, seeking cost effective outcomes to suit changing priorities</p>	
Attitude & disposition	<p>A commitment to continually improve customer experience, delivering service level agreements (SLA's) and key performance indicators (KPI's)</p> <p>Confident in differing situations, flexible with a solutions focused approach, able to operate across departments and to contribute to team/Department goals</p> <p>Delivers continuous improvement, challenges what and how things are done, learning from success as well as mistakes.</p>	
Other circumstances	Ability to work flexibly as necessary, to deliver SLA's & KPI's	

Main Duties and Responsibilities of the Role

Accountable to the Head of Infrastructure for all aspects of delivering a customer focused, robust, reliable, responsive and secure, high quality IT service, specifically but not exclusively:

- Highly effective operational management delivering to defined Service Level Agreements; managing continuous improvement.
- Monitor team/s adopting the Investors in People (IIP) framework. Provide support and guidance to ensure that staff and 3rd party suppliers are skilled, equipped and motivated to deliver high quality, customer focused services.
- Use technical expertise to create innovative solutions that address complex technical and business challenges.
- Utilise robust methodology to fully cost services for accuracy of charging and delivery of a cost effective, competitive service.
- Manage customer relationships to ensure that the operational requirements of each of the College's Schools and Departments are delivered.
- Manage projects/work area: plan, prioritise resources, manage risk and deliver business benefits on time and within budget.
- Contribute to robust financial planning, budgeting and team resources, using industry best practice to deliver value for money.
- Manage relevant documentation, develop a maintenance plan to ensure continuous improvement and planned change control.
- Use industry best practice to set standards and develop policies, processes and procedures.
- Contribute to the strategic development of Client Devices.
- Other duties which are commensurate with the grade as may from time to time be required.
- Deputise when required for the Client Devices Manager.

Working Environment *(knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency)*

Customer focused planning, organising and communication skills, working in partnership with colleagues to deliver high quality Client Devices services.

Apply specialist knowledge to respond to and resolve customer requests/incidents/ problems to comply with service level agreements, professional standards, industry best practice, regulations and codes of practice.

Use specialist knowledge and advice to contribute to informed decision making.

Design/deliver specialist solutions for complex issues to maximise service efficiency, continuity and the customer experience.

Minimise duplication and rework; recycle/dispose of waste; contribute to achievement of carbon emission targets that are specific to IT Services. Contribute to a working environment that reflects a professional IT Service.

Actions will influence the experience of IT within the College.

Freedom to Act & Decision Making *(depth of control, supervision received, use of judgement & initiative, analytical ability)*

Apply specialist knowledge to provide advice and guidance to customers.

Assess/analyse complex situations/problems/data; present results and make recommendations to inform decision making.

Plan and prioritise own workflow to deliver agreed objectives to quality, within budget and on time ensuring activities contribute to delivery of the IT Strategy.

Use specialist knowledge to contribute to/organise short or medium term development/process changes.

Maintain relevant documentation.

Communication & Networking *(liaison with others, type and level of communications)*

Attend internal and external meetings to ensure the work area is appropriately represented and reported, demonstrating integrity and commitment to the College's strategic goals.

Effective organisation and communication skills required to deliver services that are multi-site based and delivered locally across partner boundaries.

Work with managers to balance needs of individual customer and best interests of whole College community.

Finance/Resource Management *(budgeting, forecasting)*

Oversee resources, in line with the College policies and procedures, seeking efficiency, opportunities for improvement and value for money.

People Management *(supervisory responsibility, human relations skills)*

Use Investors in People Framework to manage own work and personal development in line with agreed objectives and delivery of the IT Strategy

Maintain clear customer service standards and expectations to continually improve the IT customer experience

Mentor and encourage partnership working within IT Services and across the College.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Organisation Chart

Confirmation Section

Job profile content agreed by:

Jobholder signature

Ext No:

Print name

Date:

Line Manager/Supervisor signature

Ext No:

Print name

Date:

**Head of Department/Director of
Institute signature**

Ext No:

Print name

Date:

Comments: