



Job Description and Person Specification

Summary

Job title:	IT Service Desk Analyst
Area:	Digital, Data and Technology
Reference:	EHA0422-0626
Grade and Salary:	Grade 5. Points 19-22. £28778 - £31236 per annum.
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Campus based role Ormskirk, Lancashire, L39 4QP
Accountable to:	Associate Director - Technology
Reporting to:	Head of IT Customer Operations and Service Delivery



About the Role

The focus of this role is to provide high-quality technical support and proactive triage at the initial point of professional contact for all service users. You will take ownership of IT fault diagnosis and resolution, ensuring all queries via email, telephone, and online portals are accurately logged and managed within the Service Management system. Where necessary, you will perform complex escalations to specialist Digital, Data and Technology colleagues or third-party agencies.

You will be responsible for the end-to-end monitoring of support calls, providing users with timely, accurate updates to ensure an industry-leading customer experience. Beyond reactive support, you will lead staff IT inductions, develop comprehensive user documentation, and perform essential systems administration and user management tasks. As a core member of the Service Desk Team at the Ormskirk Campus, you will also contribute to technical installations and broader service improvements within the Digital, Data and Technology Service.

About Us

Founded in 1885 as the first non-denominational teacher training college for women, Edge Hill was born from a belief that education could – and should – change lives. It's a university that has always been shaped by those willing to move forward, even when it meant standing apart. Today, Edge Hill is a pioneering university defined by action, where staff play a vital role in connecting students to real skills, real networks and real futures.

The University's teaching, research and innovation transforms lives, creates opportunity and strengthens society. 62% of the University's research was classed as 'world-leading' or 'internationally excellent' in the 2021 Research Excellence Framework.

It has over 12,000 students studying at both undergraduate and postgraduate level. As a university based in the heart of the North West, it takes a connected approach in bringing together education, business, public services and communities.

Edge Hill was awarded University of the Year for Student Experience (Daily Mail University Guide 2026) and 5th in the UK Overall (Uni Compare 2026). In 2024, it was the first University to achieve Ofsted Outstanding for all phases of its Initial Teacher Training provision under the new Inspection Framework.

The University aims to create an environment in which colleagues can thrive, adapt and lead in a changing world. With a strong focus on continuous improvement, inclusion and wellbeing, the University places staff, students and communities at the heart of its success. For staff, this means the opportunity to contribute to a values-led institution, work collaboratively across disciplines and services, and build a rewarding career in an ambitious university community.

Continued investment in campus facilities and digital infrastructure supports an ambitious and inclusive working environment. This includes a £17.4m Life Sciences Building, alongside a £35m investment in brand new accommodation and a Students' Union building which opened at the beginning of October 2024. It has also been recognised as one of the UK's best green spaces for 14 successive years (Green Flag Award 2025).

The University is committed to providing staff and students with accessible, high-quality services, underpinned by innovation, collaboration and a culture that values people.

Duties and Responsibilities

1. To provide excellent IT Service Desk support to all University users and external stakeholders.
2. To provide IT fault diagnosis and resolution across a range of hardware platforms, operating systems, and software applications.
3. To provide one to one and group IT Services induction training for new staff, and specialist IT training and support for university systems, applications, and standard software packages.
4. To ensure IT Service Desk requests, queries and fault reports are logged appropriately on the Service Management system, including face to face, telephone, email, and online requests for support.
5. To escalate and assign support calls to Digital, Data and Technology Service colleagues and/or to third-party IT support agencies where required.
6. To monitor and track the progress of Service Desk calls in-line with agreed service level statements, escalating calls as appropriate.
7. To provide users with timely and accurate progress updates from initial enquiry through to successful completion, always ensuring an excellent customer experience.
8. To perform IT systems administration and user management tasks.

9. To pro-actively facilitate communication and liaison with colleagues across Digital, Data and Technology Service to ensure any potential IT related issues are reported in an accurate and timely manner.
10. To contribute to the coordination, development, and communication of electronic notices across the University, from routine updates to emergency announcements.
11. To assist with the installation and technical configuration of PC equipment, associated IT peripherals, operating systems, and applications software.
12. To develop online and hardcopy user support documentation, including user guides, guidance notes, FAQs.
13. Contribute to collaborative decision making within the team with service provision to deliver an excellent customer experience in accordance with policy and procedures.
14. Support the capture of business requirements from users and work with colleagues to translate these into recommendations for future service provision.
15. To respect confidentiality and always demonstrate excellent customer service, with all service users and customers.
16. To mentor, coach, and shadow new and existing staff within the team.
17. To make a positive contribution to the work of the Digital, Data and Technology Service department.
18. To undertake any other duties appropriate to the grade of the post.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equity, Diversity & Inclusion and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached.

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
A Level qualifications or Experience in an IT-related field	Essential	Application
Relevant IT qualification (e.g., ECDL, IBT2/3, ITIL Foundation)	Desirable	Application
Degree/Professional IT qualification	Desirable	Application

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Significant experience of supporting a range of hardware platforms, operating systems and software applications (including MS Office & Windows, MACs, Mobile Devices, Email, etc.)	Essential	Supporting Statement and Interview
Experience of a customer focused Digital, Data and Technology Service Environment, ideally in a Service Desk / Customer Services function	Essential	Supporting Statement and Interview
Demonstratable working knowledge and technical understanding	Essential	Interview
Working experience of IT systems administration, with experience of supporting Windows/Active Directory/Entra/Azure Systems	Essential	Interview and Test
Awareness of ITIL framework	Essential	Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent demonstrable customer service skills and excellent communication skills both oral and written	Essential	Supporting Statement and Interview
Able to develop and maintain effective working relationships at all levels and maintain total confidentiality	Essential	Supporting Statement and Interview
Able to work on own initiative and as part of a team	Essential	Interview
Able to organise and prioritize work effectively under pressure and meet deadlines	Essential	Supporting Statement and Interview
Listening skills, attention to detail and accuracy	Essential	Supporting Statement and Interview
Able to operate flexibly and reliably	Essential	Supporting Statement and Interview

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Paul Beaven, Head of IT Customer Operations & Service Delivery at Paul.Beaven@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.