

USS Ltd Job Description

Role: Support Desk Business Systems Analyst G4

Job Family: Business Analyst

Department: Information Technology, Business Systems

Reporting to: Service and Support Desk Manager

Overview

The role of the Support Desk Business Systems Analyst is to work with the Service and Support Desk manager to develop the ePensions support desk using the ITIL Framework to a tight schedule. Produce documentation to be used by the help desk staff . Train the help desk staff where appropriate.

Responsibilities

- Analysis and specification of business requirements for the sPensions support desk
- Configuration and development of new systems required by the ePensions support desk
- Production and maintenance of documentation including project and user documentation
- Pre user testing of systems
- Advises non IT staff on systems testing strategies
- Trains the trainers for new systems implementations
- Represents the department at meetings as required
- Carries out any other duties that may be reasonably requested by the IT management team

Formal Education

- A first degree in either computer studies, information systems, business administration

Knowledge and Experience

- In depth understanding of ITIL framework
- An excellent understanding and ability within
 - Data Analysis

- Problem solving
 - Effective communication and influencing skills
 - Change management programs
 - Stakeholder management
- Proven experience of introduction of a help desk in a formal project office environment
 - Excellent understanding of the organisations goals and objectives

Personal Attributes

- Excellent written and oral communication skills
- Logical and efficient
- Keen attention to detail
- Highly self motivated and directed
- Ability to effectively prioritise and execute tasks to meet tight deadlines
- Strong customer service orientation
- Experience of working in a challenging, team oriented and collaborative environment

Work conditions

- Occasional evening and weekend work to meet personal and project deadlines