



## JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: IT Service Desk Analyst  
Department: IT  
Reporting to: IT Manager

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### INTRODUCTION

We believe arts and culture has the power to bring people, friends and families together to make life-long memories and improve the quality of life for our audiences.

As a proud, independent charity we are on a mission to enrich the cultural life of the region and our vision is clear; we are creating a world-class cultural scene for our region with Birmingham Hippodrome firmly centre stage.

The strength of Birmingham Hippodrome comes from our people; real people with their own thoughts, beliefs, cultures and identities that bring their unique perspective and experiences to our team. We are committed to placing inclusion at the heart of all we do, making it central to our decision making. We are breaking down barriers and building relationships for us to become a more equitable place for audiences, artists, participants, and our own teams. We do not, and will not, tolerate discrimination of any kind.

We are one of the most popular theatres on the national touring circuit, staging a diverse range of world-class touring productions and we are the proud home to Birmingham Royal Ballet, DanceXchange, Dance Consortium and OneDanceUK making Birmingham one of the biggest dance hubs outside of London. We currently reach over half a million people a year through this work and our ambition is to grow and diversify these audiences, ensuring wider access to mainstream theatre for the people of our region.

Our next step is to increase the impact our work has on the region. Plans are in progress to expand our commissioned, produced, co-produced and off site programme of work; increasing our commitment to developing the artists of our region and continuing to extend Birmingham Hippodrome's artistic footprint beyond our stages. We will continue to invest in further generations, and through our Hippodrome Education Network, youth and apprenticeship programmes, we are creating pathways for people who want to gain valuable experience to support a career in the creative industry.

We are looking for people to join us on this journey at a pivotal time in our evolution; recognising our people and network of talented freelancers and volunteers are core to the growth and success of the organisation.

The future of Birmingham Hippodrome is you.

In return for your skills, experience and commitment, we offer a generous benefits package. This includes five weeks holidays plus bank holidays, an annual personal development fund to spend towards your own skills, a complimentary friends membership card for ticket discounts and priority

booking for productions, competitive pension scheme, discounted food and beverage in the venue and subsidised gym membership.

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## **JOB SUMMARY**

As a key point of contact for all company IT Users, the IT Help Desk Analyst will provide exceptional standards of IT support, resolving customer support requests, managing, and logging incidents and service requests via the company service desk software. You will ensure that service level and targets are reported and maintained as well as meeting customer satisfaction.

Birmingham Hippodrome IT Help Desk is the central point of contact for all company IT related incidents and service requests. The IT Help Desk Analyst will provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals. This may be achieved on the phone or in person or in writing or delivered via training.

The IT Help Desk Analyst will also perform root cause analysis, develop and document checklists for user problems and recommend procedures and controls for problem prevention. This position will support multiple platforms and hardware including desktops, laptops, mobile devices plus printer maintenance. The role will involve maintaining company databases and involvement in User Groups reflecting the several System Management Systems used by Birmingham Hippodrome.

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## **MAIN DUTIES**

- Maintain and coordinate response to the IT Jira Service Desk, providing prompt IT Technical support with the IT Team, resolving user support queries in a timely manner.
- Maintain a high degree of customer service for all support queries and adhere to all service management principles.
- Take ownership of user problems and be proactive when dealing with user issues, escalating where appropriate.
- Respond to 'How Do I....' user queries.
- Manage calls to the IT Service Desk support line.
- Encourage all IT support or requests are logged on the IT Jira Service Desk
- Ensure resolution of all IT support or requests on the IT Jira Service Desk are clearly explained within the individual log.
- Maintain and update IT Jira Service Desk paths.
- Support users in their use of computer equipment by producing and maintaining training documentation and delivering training.
- Build, configure and coordinate the distribution of company hardware devices including desktop PCs; laptops; tablets; smartphones; desk phones and other comms devices (e.g. conference phone).
- Allocate and manage all IT service desk tickets; this could involve using third parties.
- Generate weekly/monthly reports, for example: email statistics, spam statistics, web usage, help desk statistics, printing statistics and KPIs.
- Document detailed work instructions for the generation of all regular reports.
- Produce meeting agendas and minutes and maintain action logs.
- Manage, monitor, review and update all IT procedural documentation on a regular basis.
- In conjunction with the IT team, ensure all IT related documentation on the company Intranet is accurate, timely and relevant.
- Maintain IT databases, such as Software Licensing and Laptop Management.
- Install and configure computer hardware operating systems and applications.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults.
- Replace hardware parts as required and instructed.
- Follow diagrams and written instructions to repair a fault or set up a system.
- Support the roll-out of new applications and business systems.

- Work with the IT Team to ensure attainment and maintenance of Cyber Essentials Plus via rigorous process and procedure maintenance.
- Assist in the management of existing company applications and business systems, for example: Tessitura (CRM System), Artifax (event management system), Sateon (Access Control), Safend (Media Control), Jira Insight (Asset Management) and EPOS (Till System).
- Set up new users' accounts and profiles and deal with password and user access issues.
- Respond within agreed time limits to support calls.
- Test and evaluate new technology.
- Conduct electrical safety checks on computer equipment (PAT testing).
- Adhere to company policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Comply with all statutory and Birmingham Hippodrome requirements in the areas of compliance such as safeguarding, GDPR, health and safety. E-learning training (which must be completed during the first three months of employment) as well as internal courses are provided to ensure you have the relevant knowledge in these areas.
- Carry out any other reasonable duties as assigned by the IT Manager and/or IT Business Manager

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## PERSON SPECIFICATION

We're committed to three core ideals here at Birmingham Hippodrome and we try to address all our activity with these aims: 'everyone's welcome', 'nothing but the best', and 'do it with flair'. Everyone who works here, no matter what their function in the team, is expected to deliver their job and work with colleagues bearing these attitudes in mind. This person specification lists some of the key attributes we're looking for in the best candidates for this role.

Requirements	CORE: The successful candidate will meet the majority of these requirements.	DESIRABLE: the successful candidate should meet some of these requirements.
Education, Training and Qualifications	<ul style="list-style-type: none"> <li>• Working knowledge of ITIL.</li> <li>• Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language, Mathematics and IT.</li> </ul>	<ul style="list-style-type: none"> <li>• ITIL Foundation level qualification.</li> <li>• IT-related HND/degree.</li> <li>• ITIL Foundation Certificate (V2).</li> <li>• Customer Service Qualification.</li> </ul>
Skills, knowledge and abilities	<ul style="list-style-type: none"> <li>• Confident IT knowledge.</li> <li>• Strong understanding of Windows OS.</li> <li>• Strong understanding of Microsoft Office suites.</li> <li>• Experience of working to strict Key Performance Indicators and Service Level Agreements.</li> <li>• Excellent written, oral, presentation and facilitation skills.</li> <li>• Basic understanding of PC hardware set up and configuration.</li> <li>• Excellent telephone manner.</li> <li>• Ability to create good and accurate documentation that can be shared with colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of using and troubleshooting Outlook within a network.</li> <li>• Ability to review ambiguous requests and define analytical requirements.</li> <li>• Understanding of the GDPR.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience with IT systems administration.</li> <li>• Previous use of a ticket management service desk system</li> </ul>	<ul style="list-style-type: none"> <li>• Jira Service Desk software</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Self-motivated team-player with a positive outlook, able to work on own initiative.</li> <li>• Personal enthusiasm and drive to improve skills, experience and training.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to stay calm under pressure and to solve problems.</li> <li>• Ability to embrace change in current processes.</li> <li>• Good communication and interpersonal skills, and the ability to build strong relationships with internal and external stakeholders at all levels.</li> <li>• The ability to take initiative, to think ahead, and to solve problems independently with exceptional attention to detail.</li> <li>• Enthusiasm, flexibility and a drive for continuous improvement.</li> <li>• Prepared to work to tight and often immovable deadlines.</li> </ul>	
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**DATE ROLE CREATED**                      **October 2018**

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