

Job Description

Post title: Graduate Service Desk Communication Analyst	Post No:
Organisation Unit: Information Systems	Date compiled: December 2018
Salary: £23,500 p.a.	Hours per week: 37 Weeks per year: 52
If fixed term, state duration: From August 2019 to August 2020	
Immediate line manager: Customer Services Manager	
<p>Designation and grade of any staff supervised by the postholder:</p> <p>Not applicable</p> <p>Job purpose:</p> <p>To develop, design, implement and maintain a communications plan within Information Systems (IS) for staff and students. Including technical information, user guides, help and support, communication and strategy for feedback.</p> <p>Create digital user guides and documentation for and from technical documentation covering the principal products and services supported by the department by approval of the Customer Services manager.</p> <p>Principal duties and responsibilities:</p> <p>Working with the high performing Service Desk team in a fast-paced Gold standard customer service environment you will typically be coordinating communications via digital websites and working on the following:</p> <ul style="list-style-type: none"> • Oversee and work with Staff communication across NTU for IS internal and NTU staff and student technical and service information • Review all feedback received to Information Systems through appropriate channels and processes. • Liaise with Information Systems and Nottingham Trent Students' Union colleagues. • To deliver requested updates for the IS Digital support site and IS Web Site for information purposes • Complete updates for the IS Digital websites with accurate information and escalate to submit to approval of the Customer Services Manager • Create self-paced instructional materials from service documentation to support IS principal products • Create interactive User Guides from technical documentation in easy to follow help guide styles • Create templates for fact sheets and handy hints information for easy to follow get started guides for individual software 	

- Create Quick Start help information for the Forums in Pre-release for approval for staff and students to use
- Organise Technical Information in to user friendly communications and publish for use
- Produce documentation, such as agendas, minutes and reports, when required.
- Work and liaise with our marketing department for Information and promotion through social media announcements
- Oversee and work with student engagement across NTU and Information Systems.

Representing the department to the wider university and NTU externally on matters relating to the role:

- Establishes confidence and respect for the overall department function, the role's project work and personally
- Acts as a positive ambassador and advocate of the Graduate Development Programme
- Undertakes additional required work, tasks, project and development opportunities alongside your Graduate role in conjunction with other Graduates participating in the Development Programme

Other:

To carry out other duties as and when required

Special requirements:

This position is only open to Graduates of Nottingham Trent University with a degree of 2:1 or above, who have graduated within the last 2 years.

All staff are expected to comply with the University's Health and Safety and Equal Opportunities policies in the performance of their duties.

N.B. The postholder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

Job description drawn up by	Celina Ablewhite	Date 6/12/2018
Approved for department by	Peter Nicholson	Date 6/12/2018

See also

[JD Guidance Notes](#)