Level: Developing/Skilled

Service and Operations Grade 5

Typical roles: First Line IT Support

Experiences

Activities and responsibilities likely to be required when working at this level

Providing face-to-face telephone and remote first-line IT support; troubleshooting, triage and initial handling of service requests/incidents; complete standard requests and resolve well understood incidents; maintain records including physical audit; documenting known problems; updating knowledge base articles and how-to.

Personal and professional development

Development options to consider when working towards this level

Learning on the job	Learning from others	Formal learning
Familiarise self with UCL guidelines; develop basic IT skills; use service management tools such as Remedy Force.	Join a Community of Practice (CoP); shadowing a skilled lead.	Internal UCL training in Manage Desktop Federated Support Model; Service Management tool training; LinkedIn Learning.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 54-55). For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working

Transferable skills and competencies

FOLLOWING INSTRUCTIONS AND PROCEDURES

WORKING WITH PEOPLE

ADHERING TO PRINCIPLES AND VALUES

(See pages 52-53)

Level: Developing/Skilled

Service and Operations Grade 6

Typical roles: Desktop IT and AV support, IT Services Service desk analyst

Transferable skills and competencies

WORKING WITH PEOPLE

ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES

ADHERING TO PRINCIPLES AND VALUES

(See pages 52-53)

Experiences
Activities and responsibilities likely to be required when working at this level

Providing face to face, telephone and remote first and second line IT support; troubleshooting, triage and handling and completion/resolution of more intricate service requests/incidents; increased emphasis on desk side support; maintain records including physical audit; documenting known problems; developing and maintaining knowledge base articles.

Personal and professional development
Development options to consider when working towards this level

Learning on the job

Familiarise self with UCL guidelines; develop basic IT skills.

Learning from others

Join a Community of Practice (CoP).

Formal learning

Internal UCL training in Managed Desktop Federated Support Model; Service Management tooling training; LinkedIn Learning.

UCL Ways of Working
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Level: Independent

Service and Operations Grade 7

Typical Roles: Systems Administration, Research Computing Analysis, Senior Level IT Support, Senior Services Desk Analyst, ITIL Analysis

Experiences

Activities and responsibilities likely to be required when working at this level

Troubleshooting, triage and initial handling of service requests/incidents; managing service requests/incidents through to completion/resolution; service state monitoring; carrying out predefined agreed tasks including standard changes; software installation; hardware installation; systems administration; working in data centres; creating and updating service documentation; promoting good services and standards; working to industry standards e.g. ITIL; working with third party providers; ability to apply skills and knowledge in broad range of specialisms; service management exceptions; coordinating and holding/chairing meetings.

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Gain experience in dealing with non-standard requests/ issues; independent searching for solutions; gain experience in a broader range of specialisms; demonstrate an interest in learning how to complete new tasks outside of current remit; experience in scripting.

Learning from others

Assignments or secondment opportunities; work shadowing with other teams; knowledge sharing across teams; joining a Community of Practice (CoP).

Formal learning

ITIL training; customer service training; formal learning on any of the relevant technologies relevant to the role.

UCL Ways of Working

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Transferable skills and competencies

ANALYSING

FOLLOWING INSTRUCTIONS AND PROCEDURES

ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES

(See pages 52-53)

Level: Advanced

Service and Operations Grade 8

Typical Roles: Research Computing Analysis, Senior Systems Analyst, Service Lead, IT Service Management

Transferable skills and competencies

PLANNING AND ORGANISING

WORKING WITH PEOPLE

DECIDING AND INITIATING ACTION

(See pages 52-53)

Experiences

Activities and responsibilities likely to be required when working at this level

Software development and creating scripts; troubleshooting, triage and handling complex/escalated service requests; identifying operational risks; defining the required service state monitoring;providing technical and service leadership in a Product/Platform team; service operational management responsibility; involvement with procurement; liaising with a range of stakeholders at all levels (academic, professional services and students); keeping abreast of technological advances; contributing to technical and service improvement roadmaps; queue management; approving technical changes; planning for technical changes; implementing changes; problem investigations; delivery of training.

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Identifying processes for review and ensure action is carried out; broader network and communication skills across a wide range within the organisation; engaging with and contributing to change management processes; develop awareness of domain best practice and shshare this across the team; develop an awareness of financial responsibilities; gain experience delivering new functionality/development possibly through a secondment or as part of a product/platform team.

Learning from others

Interacting with other teams across the organisation, e.g. join a Community of Practice (CoP), IT manager's forum; knowledge sharing; contributing towards service reviews; providing mentoring support to colleagues.

Formal learning

ITIL training; formal learning on any of the relevant technologies' dependent on the role; introduction to management training; recruitment training.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 54-55).
For Ways of Working indicators and steps to development please refer to the Ways of Working website
www.ucl.ac.uk/human-resources/policies-advice/ways-working

Level: Senior

Service and Operations Grade 9

Typical Roles: Technical Support Leader, Platform and Service Owner, Domain Service Lead, Senior Technical Lead

Experiences

Activities and responsibilities likely to be required when working at this level

Owning and maintaining vision for product or platform; Budgetary responsibilities for operational and investment in product/platform team; aligning and contributing to organisational strategies; team management; negotiating and approving vendor service contracts and/or tenders; active engagement with a range of stakeholders at all levels (academic, professional services, and students); team building and leadership; producing service strategies and policies; producing technical roadmaps; approving technical changes; service owner responsibility; contributing to other services; service management process design / continued maturity, governance; planning and delivery of training.

Personal and professional development

Development options to consider when working towards this level

Learning on the job

Deputising for senior colleagues; develop an awareness of financial responsibilities; supplier/ vendor service management.

Learning from others

Meeting stakeholders to respond to specific needs/requirements; providing outreach support; taking a more active role in a Community of Practice (CoP); joining working groups and project boards; formal knowledge sharing; attending conferences; delivering presentations to a wider audience.

Formal learning

Management training (e.g. people management); ITIL training. Agile Training.

UCL Ways of Working

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Transferable skills and competencies

PLANNING AND ORGANISING

WORKING WITH PEOPLE

DECIDING AND INITIATING ACTION

(See pages 52-53)