

# King's Service Centre

Job Title	Service Integration Process Analyst
Reporting to	Service Integration Manager
Overview of role	<p>The Service Integration Process Analyst will support the Service Integration Manager in the introduction of a fully joined up Service Value System within KCL.</p> <p>To achieve this, the post holder will be involved in promoting Service Management principles across the whole of King's IT, as well as elsewhere with partners, and other departments across the university in the form of Enterprise Service Management. In doing so, they will help to facilitate viable and reliable interfaces between both internal and external service providers.</p> <p>To achieve this, the post holder will primarily be involved in the following areas of service management:</p> <ul style="list-style-type: none"> <li>• Service Level Management</li> <li>• Service Catalogue Management</li> <li>• Service Reporting</li> </ul> <p>The role will naturally expand its remit into many other aspects of service management as the concept of Service Integration evolves over time.</p>
Accountabilities	<p><b>Service Catalogue Management:</b> The role holder will assist in the maintenance and development of the IT Service Catalogue, ensuring alignment with other key data sets such as Master Data and the Remedyforce toolset.</p> <p>It will also support other areas of the university as they look to develop their own Service Catalogues.</p> <p><b>Service Level Management:</b> The role holder will assist the Service Integration Manager with the introduction and ongoing delivery of an efficient and high-quality Service Level Management process, initially within King's IT and then elsewhere as the university progresses its adoption of Enterprise Service Management.</p> <p>The scope of Service Level Management will be aligned to that of the Service Catalogue and will involve the creation of customer facing Service Level Standards for all defined services.</p> <p>In addition, the delivery capability of internal IT support teams and third-party suppliers will also be considered so that they are aligned to the requirements defined in the Service Level Standards. The Process Analyst will assist the Process Manager is achieving this aim.</p>

# King's Service Centre

	<p><b>Service Reporting:</b> The Service Integration Process Analyst will support the implementation and maturing of robust and consistently applied service reports across King's IT's catalogue of services.</p>
<p>Key skills and experience required  (E) – Essential (D) – Desirable</p>	<p><b><u>Experience &amp; Skills:</u></b></p> <ul style="list-style-type: none"><li>• Experience of Service Reporting within an IT environment (E)</li><li>• Strong interpersonal, influencing, communication and report writing skills (E)</li><li>• Strong analytical skills (E)</li><li>• Ability to interact appropriately with other stakeholders with varying levels of technical skill and seniority (E)</li><li>• Technical awareness of an Enterprise Architecture/complex support environment (D)</li><li>• Proficient and demonstrable documentation skills (E)</li><li>• Effective time management skills; with the ability to work on multiple tasks simultaneously (E)</li></ul> <p><b><u>Training &amp; Qualifications:</u></b></p> <ul style="list-style-type: none"><li>• ITIL Certified to Foundation Level (D) or prepared to achieve qualification (E)</li><li>• Experience of using ITIL processes in the workplace (D)</li><li>• The post holder should have a full Driving Licence (E)</li><li>• Knowledge and experience of working in a HE environment (D).</li><li>• Proficient in use of Microsoft Office products (E)</li><li>• Experience of using BMC RemedyForce (D)</li><li>• Experience of using PowerBI and SharePoint (E)</li></ul>