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# **JOB DESCRIPTION**

# **Job Title** Digital Support Coordinator

## Reporting to Digital Development Coordinator

**Place of Work** A mix of remote working and on campus at our Student Center

**Hours of Work** 35 hours a week

## Salary £21,536 - £23,778

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**Purpose of Role**

As Digital Support Coordinator you will be responsible for ensuring the effective maintenance of, and improvements to the Union’s digital platforms, liaising with YUSU departments and the student body to understand the organisational needs and requirements of digital services to enhance student experience. You will provide support to Union staff and students in using our digital platforms, and strive to empower Union staff to feel comfortable using digital products.

A keen interest in digital technology is key, as the role will take the lead in monitoring and responding to support requests, providing support via email and working with external digital support teams to provide issue resolution. The right candidate will be driven by customer and user experience, and be comfortable in monitoring support desk tickets to identify areas for improvement through user-training or documentation. As Digital Support Coordinator you will be confident developing and maintaining an online hub of support documentation, and delivering training to staff where necessary. It will be second nature for you to identify ways in which to streamline processes and work tasks for staff using digital products.

As Digital Support Coordinator you will be our main point of contact with the University of York IT Services, and therefore will work to build relationships and networks to support the Union’s use of IT equipment. You will maintain an equipment asset register, and organise any technical support for hardware issues or breaks.

The role will lead on, and assist with, various digital projects at one time, alongside responding to support requests, and so strong communication and organisational skills are essential. As part of the Digital team, and working closely with the Digital Development Coordinator, you will play a role in developing and implementing the organisation’s digital strategy. This role will offer loads of opportunities for the development of your digital and project management skills; by creating a personal development plan you will be encouraged to continue to learn and build the role.

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**Digital Platform Maintenance and Support**

* Ensure effective maintenance of the Student Union management system, including oversight of user access and permissions.
* Ensure maintenance and administration of tools such as GSuite and other University of York IT systems.
* Ensure all support requests are evaluated, categorised, investigated and responded to in a timely manner, escalating to the necessary external support teams where required.
* Be confident in raising bugs or issues within digital platforms to the supplier support teams, and be able to troubleshoot.
* Highlight opportunities to improve usage of the digital platforms and support the introduction of new modules to Union staff as they become available.
* Maintain good relationships with our digital suppliers; remaining updated on platform developments, changes and development roadmaps and share those updates to the wider YUSU team.
* Support the Digital Development Coordinator in articulating development priorities for consideration by our digital suppliers.
* Lead on user-testing new digital features or platform changes prior to release and ensure all changes are clearly communicated to both students and Union staff.
* Provide advice and support to YUSU colleagues on the best use of digital technology to support projects, training and operations.
* To be the first point of contact for YUSU with University IT services, liaising with them to ensure our IT hardware and procedures remain compliant and in-line with the University’s.
* Take a lead role as University Departmental Computing Officer (DCO) and ensure attendance at monthly DCO meetings to keep updated with University IT procedures.
* Remain organised and confident in time management.

**User Training and Support**

* Develop and deliver training, guidance material and support to YUSU staff and students in all aspects of systems usage.
* Be comfortable creating user documentation, including training materials, to support all staff using digital platforms or tools.
* Maintain a support knowledge base, creating articles for frequently asked questions and processes as required.
* Update and review current user guides as and when required, ensuring clear guidance is given to all users.
* Be confident and proactive in empowering staff to be confident in using digital tools to carry out their jobs, encouraging use of digital solutions.

**Data Integrity**

* Actively develop knowledge and expertise in data compliance to support the Central Resources Director and senior management team in continuously ensuring the organisation remains data compliant under relevant legislation.
* Provide support where necessary to the Finance department on the integration of key financial data into the student management system, adhering to financial procedures as set out by the Digital Development Coordinator and the finance team.

**Asset Management**

* Maintain a log of all IT assets, manage requests for new IT assets and assist in producing a capital replacement programme for YUSU-owned IT assets.
* Be comfortable in contacting University IT Support for any hardware issues or breakage.
* Place orders for IT equipment through the relevant suppliers.

**General Notes**

* The principal roles and responsibilities will change from time to time and the post-holder is required to undertake any additional duties as deemed appropriate.
* Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to their job.
* Staff must carry out their duties with full regard to the rules policies and procedures and conditions of service contained in the staff information guide.
* A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Freshers’ Fair, Student Balls and any other key events, including elections if necessary.
* Staff are expected to portray a positive image both internally and externally of the Students’ Union by displaying standards of customer service, integrity, punctuality, politeness, and professionalism.
* To abide by YUSU’s constitutions and policies.
* To uphold YUSU’S environmental and sustainability practices, ensuring good practice is met.
* To work within, promote and uphold the student-led and democratic ethos of the Students’ Union.
* **YUSU envisages that this post will develop through time and that the post-holder is expected to be proactive in pursuing these changes.**

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How Assessed?** |
| **QUALIFICATIONS** |  |  |  |
| Educated to University standard or equivalent professional experience. | X |  | A |
|  |  |  |  |
| **EXPERIENCE** |  |  |  |
| Experience of working in a service-led environment, ideally in a digital support or platform administration role | X |  | A/I |
| Ability to work under pressure and to deadlines | X |  | A/I |
| Experience of providing training to people, ideally within a digital or IT setting | X |  | A/I |
| Experience of liaising with multiple stakeholders and suppliers | X |  | A/I |
| Experience of successfully delivering projects  |  | X | A/I |
| Experience of supporting hardware systems or equipment |  | X | A/I |
|  |  |  |  |
| **SKILLS** |  |  |  |
| Good written communications skills | X |  | A |
| Logical and analytical approach to problem solving | X |  | A/I |
| Ability to explain technical issues and solutions to non-technical users without the use of jargon | X |  | A/I |
| An understanding of cyber security best practices and data integrity risks |  | X | A/I |
| Ability to design and successfully implement project plans to manage digital developments  |  | X | A/I |
| Strong organisation and time-management skills with experience of working on multiple projects at one time | X |  | A/I |
|  |  |  |  |
| **PERSONAL QUALITIES** |  |  |  |
| Pleasant, approachable, confident and polite manner | X |  | A/I |
| A customer-led approach to service improvement | X |  | A/I |
| Enthusiastic approach to work  | X |  | A/I |
| Strong interpersonal communication skills | X |  | A/I |
| Ability to learn new skills quickly | X |  | A/I |
| Excellent attention to detail | X |  | A/I |
|  |  |  |  |
| **ROLE / SYSTEMS KNOWLEDGE** |  |  |  |
| Experience using a service-desk tool such as Jira, Zendesk or similar would be beneficial to the role |  | X | A/I |
| Hardware asset management and maintenance  |  | X | A/I |
| Knowledge of Microsoft operating systems  |  | X | A/I |
| Knowledge of Apple operating systems |  | X | A/I |
| Good working knowledge of administration of Google Suite |  | X | A/I |
| Understanding of directory administration (specifically Windows Active Directory) - users / groups creation, edit and security  |  | X | A/I |
| Cloud Based Technologies & Experience |  | X | A/I |
| Experience using a project management such as Asana or Trello would be beneficial |  | X | A/I |

A= Application Form, I = Interview, T= Test