

JOB DESCRIPTION

Job Title:	Digital Support Coordinator (0.6 FT)
Reporting to:	Lead Systems Engineer
Place of Work:	Student Centre - University of York Students Union/ Home working
Hours of Work:	21 hours per week

Job Overview

As Digital Support Coordinator you will be responsible for ensuring the effective administration, maintenance, and improvements to the Union's digital platforms, while liaising with York SU departments 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 digital confidence in Union staff.

A keen approach to problem solving 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. You will be proactive in 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 solutions.

As Digital Support Coordinator you will be a 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 Systems Development Coordinator, you will play a role in championing and implementing the organisation's digital strategy. This role will offer loads of opportunities for the development of your technical and project management skills; by creating a personal development plan you will be encouraged to continue to learn and build the role.

Hours and location

We are ideally looking for the 21 hours to be worked over at least 4 days a week during semester time (33 weeks a year), with a fully flexible working pattern outside of semester time - however this may be possible to change for the right candidate. Due to the nature of the role it is expected that at least 50% of these hours will need to be spent on site, and so the ability to commute to the University of York Campus is necessary.

Key Responsibilities

Digital Platform Maintenance and Support

- Ensure effective maintenance and administration of the Student Union management system, including oversight of user access and permissions.
- Ensure maintenance and administration of tools such as GSuite, Slack, Zoom, and any 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 when 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 products or features to Union staff as they become available.
- Maintain good relationships with our digital suppliers; remain updated on platform developments, changes and development roadmaps and share those updates to the wider York SU teams.
- 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.
- Be the first point of contact for York SU 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 role as University Departmental Computing Officer (DCO) and ensure attendance at monthly DCO meetings to keep updated with University IT procedures (shared with the Digital Systems Development Coordinator).
- Remain organised and skilled in time management.

User Training and Support

- Provide advice and support to York SU colleagues on the best use of digital technology to support projects, training and operations, including support to new staff when starting with York SU.
- Develop and deliver training, guidance material and support to York SU staff and students in all aspects of systems usage.
- Create, review and update 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.
- Be outgoing 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 extraction, integration and transformation of system data, assisting and enabling the Digital Systems Development Coordinator to deliver our data transformation strategy.

Asset Management

- Maintain a log of all IT assets, manage requests for new IT assets and assist in producing a capital replacement programme for York SU-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.

York SU's Values and Behaviors

To work with us, we ask all staff to uphold our core values and behaviors. These are:

Ambition

We are unashamedly ambitious. Students and their success is the reason we exist, and we will do everything in our power to work to their unique needs, journeys, experiences and communities.

Innovation

We're not afraid of failure. We bring creativity, sensitivity and integrity to all our work meaning that when things don't pan out how we expected, we own it, learn from it and always try again.

Social Conscience

We are bigger than just ourselves. We care and are committed to our vibrant community, celebrating and encouraging difference and diversity.

Authenticity

We are authentic and honest - building trust, rather than just focusing on our own power, privilege and legitimacy. We are always open about the needs, complexities, opportunities and challenges we all face now and in the future.



Partnership

We recognise we can't work alone - we know and are open about our limitations and believe that collective action and solidarity is what makes our work special. We weave and connect what already exists, build on common ground and focus on what unites us rather than divides us.

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, procedures and conditions of service contained in the Staff Handbook, constitution and policies.
- A condition of employment is that all staff are expected to assist in key events throughout the year e.g. Welcome events and Welcome Fair, Student Balls and any other key events, including elections if necessary.
- All staff are expected to champion an organisational culture which is inclusive and values and celebrates diversity, where students feel empowered to shape their Union.
- Staff are expected to portray a positive image of the Students' Union, both internally and externally, by displaying integrity, punctuality, politeness and professionalism.
- To uphold York SU's environmental and sustainability aims, ensuring good practice is met.
- To work within, promote and uphold the student-led and democratic ethos of the Students' Union.

PERSON SPECIFICATION

Requirements	Essential	Desirable
Qualifications & Experience		
Educated to University standard or equivalent professional experience.	X	
Experience of working in a service-led environment, ideally in a digital support or platform administration role	X	
Ability to work under pressure and to deadlines	X	
Experience of providing training to people, ideally within a digital or IT setting	X	
Experience of liaising with multiple stakeholders and suppliers	X	X
Experience of successfully delivering projects		X



Experience of supporting hardware systems or equipment		
Knowledge & Skills		
Good written communications skills	X	
Logical and analytical approach to problem solving	X	
Ability to explain technical issues and solutions to non-technical users without the use of jargon	X	
An understanding of cyber security best practices and data integrity risks		X
Ability to design and successfully implement project plans to manage digital developments		X
Strong organisation and time-management skills with experience of working on multiple projects at one time	X	
Personal Attributes		
Pleasant, approachable, confident and polite manner	X	
A customer-led approach to service improvement	X	
Enthusiastic approach to work	X	
Strong interpersonal communication skills	X	
Ability to learn new skills quickly	X	
Excellent attention to detail	X	
ROLE / SYSTEMS KNOWLEDGE		
Experience using a service-desk tool such as Freshdesk, Salesforce, Zendesk or similar would be beneficial to the role		X
Hardware asset management and maintenance		X
Knowledge of Microsoft operating systems		X
Knowledge of Apple operating systems		X
Good working knowledge of administration of Google Suite		X
Understanding of directory administration (specifically Windows Active Directory) - users / groups creation, edit and security		X
Cloud Based Technologies & Experience		X
Experience using a project management such as Asana or Trello		X

