

## JOB DESCRIPTION

|                            |                                                    |
|----------------------------|----------------------------------------------------|
| <b>Job Title:</b>          | Digital Support Technician                         |
| <b>Reporting to:</b>       | Digital Support Coordinator                        |
| <b>Place of Work:</b>      | Student Centre - University of York Students Union |
| <b>Hours of Work:</b>      | 15 hrs/wk term time fixed term until March 2026    |
| <b>Salary Scale Point:</b> | Supervisor / Specialist Role Rate                  |

### Job Overview

As Digital Support Technician at York SU you will ensure effective maintenance of the Union's digital platforms, troubleshooting and providing improvements to systems where necessary, and providing support to Union staff and students in using our digital platforms.

Working closely with the Digital Support Coordinator, you will play a key role in developing and implementing the organisation's digital strategy; striving to empower Union staff to feel comfortable using digital products, enhance student experience, and optimise our digital processes and systems across the Union.

The role will take a lead role in monitoring and responding to support requests, providing support via email and working with both the internal digital team and external support teams to provide issue resolution. The right candidate will be driven by user experience and be proactive in monitoring support desk tickets to identify areas for improvement through user-training or documentation. You will be confident developing and maintaining an online hub of support documentation, and delivering training to staff where necessary.

The role will be a key part of the Digital team, assisting with multiple digital projects at one time alongside responding to support requests, and so strong communication and organisational skills are essential.

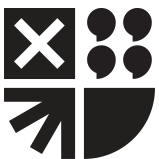
## **Key Responsibilities**

### **Digital systems support and maintenance**

- Ensure all incoming 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 confident in carrying out basic troubleshooting.
- Ensure effective maintenance of the Student Union management system (SUMS), including user access and permissions.
- Ensure maintenance and administration of tools such as GSuite and other University of York IT systems.
- Monitor the support desk for patterns and trends in issues, spotting opportunities for improvement through user training or support documentation.
- Be proactive in finding ways to seek feedback from students and staff, using this to drive improvements of York SU's digital platforms.
- Support the introduction and usage of new system modules as they become available to Union staff.
- Maintain good relationships working with our digital suppliers; remaining updated on platform developments, changes and development roadmaps and sharing those updates where relevant to the wider York SU team.
- Support the Digital Systems Development Coordinator in articulating development priorities for consideration by our digital suppliers.
- Assist with 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 York SU colleagues on the best use of digital technology to support projects, training and operations.

### **User training and support**

- Develop and deliver training, guidance material and support to York SU staff and students.
- Be comfortable creating user documentation, including training materials, to support staff using digital platforms or tools.
- Maintain a support knowledge base, creating articles for frequently asked questions and processes as required, and updating and reviewing current user guides as and when required.



- Be confident and proactive in empowering staff to be confident in using digital tools to carry out their jobs, encouraging the use of digital solutions.

### **Digital services and projects**

- Contribute to the development of the York SU Digital Strategy and operational delivery plan.
- Identify any opportunities for Digital systems or resource improvements.

### **General Notes**

- The principal roles and responsibilities of this post will change from time to time and the post holder is required to undertake any additional duties as deemed appropriate by the union.
- Staff are required to have a Personal Development Plan and to participate in training, meetings or conferences considered relevant to the Union and 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 employee 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.
- All staff are expected to champion an organisational culture which is inclusive and both values and celebrates diversity, and 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.
- Staff must uphold York SU's environmental and sustainability aims, ensuring good practice is met.
- Everyone must work within, promote and uphold the student-led and democratic ethos of the Students' Union.



## **York SU's Values and Behaviours**

To work with us, we ask all staff to uphold our core values and behaviours. 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.*



## PERSON SPECIFICATION

| Requirements                                                                                                                                                                | Essential | Desirable |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Qualifications &amp; Experience</b>                                                                                                                                      |           |           |
| To be undertaking a degree at the University of York within a relatable subject or have demonstrable experience and strong interest in the job description and skills list. | X         |           |
|                                                                                                                                                                             |           |           |
| <b>Knowledge &amp; Skills</b>                                                                                                                                               |           |           |
| Experience of working under pressure and to multiple deadlines                                                                                                              | X         |           |
| Experience balancing varying competing priorities and requests                                                                                                              | X         |           |
| Experience of providing user support for software or online solutions                                                                                                       | X         |           |
| Experience of, or a good understanding of, creating user documentation                                                                                                      | X         |           |
| Experience of liaising with technical support teams or individuals                                                                                                          | X         |           |
| Experience in providing technical support for cloud-based SaaS solutions                                                                                                    | X         |           |
| Experience of providing user support for hardware or equipment                                                                                                              | X         |           |
| Experience of providing training to people, ideally within a digital or IT setting                                                                                          | X         |           |
| Experience of working in a service-led environment, ideally in a digital support or platform administration role                                                            |           | X         |
| Experience in optimisation of processes and systems                                                                                                                         |           | X         |
| Experience using a CRM tool                                                                                                                                                 |           | X         |
| Experience using project management software such as Asana or Trello                                                                                                        |           | X         |
| A basic understanding of information security best practises                                                                                                                | X         |           |
| An understanding of GDPR, data security, and ethical data management                                                                                                        | X         |           |
| An understanding of usability testing and user experience design and research principles                                                                                    | X         |           |
| An understanding of agile project management methodology                                                                                                                    |           | X         |
|                                                                                                                                                                             |           |           |



| <b>Personal Attributes</b>                                                                                            |   |   |
|-----------------------------------------------------------------------------------------------------------------------|---|---|
| Logical and analytical approach to problem solving, able to break down complex problems or tasks                      | X |   |
| Ability to explain technical issues and solutions to non-technical users without the use of jargon                    | X |   |
| Strong organisation and time-management skills with ability to work independently and effectively manage own workload | X |   |
| Strong interpersonal communication skills                                                                             | X |   |
| A user-driven approach to service improvement                                                                         | X |   |
| Flexible and able to learn new skills quickly                                                                         | X |   |
| Excellent attention to detail                                                                                         | X |   |
| Enthusiastic about technology and digital transformation                                                              | X |   |
| Analytical thinking, able to spot patterns and trends in usage reports and use these to drive decisions               | X |   |
| Big-picture and detail-oriented thinking; able to look at the complete puzzle and understand strategic vision         |   | X |

*Date Updated (& Initials):*

