



University of York Students' Union
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JOB DESCRIPTION

Job Title	Digital Systems Development Coordinator
Reporting to	Digital Manager
Place of Work	A mix of remote working and on campus at our Student Centre
Hours of Work	35 hours a week

Overview of role

As Digital Systems Development Coordinator you will work with, lead and support the IT team to provide a great IT service. You will be responsible for ensuring the effective development and maintenance of the Union's digital platforms, liaising closely with YUSU departments and our student stakeholders to understand the organisational needs and requirements of digital services to enhance business performance and, ultimately, student experience. You will seek and lead on opportunities for digital transformation and modernisation, optimising processes and systems across the Union working with the team to deliver our [Digital Strategy](#).

You will oversee the technical infrastructure of digital systems and platforms, manage our digital assets, lead on the implementation of any new integrations, and identify optimisation opportunities for existing ones. You will be confident in liaising with suppliers on technical integration, remaining conscious of information security and ethical data handling, and understanding our data transformation ambitions. You will also be confident in working with the University's IT Services team, building strong relationships and liaising with University staff for asset procurement and technical hardware support.

You will be able to identify ways in which to streamline processes and work tasks for staff using digital solutions, and so strong communication skills are necessary to provide support and empower SU staff to use digital tools. The right candidate will be driven by customer and user experience, and will be comfortable 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.

Digital development and optimisation

- Identify opportunities to improve systems and processes across the organisation, applying a digital-first approach to the SU.
- Apply project management skills and agile methodology to 'change' projects across the SU; these might include implementation of new systems or optimisation of existing systems.
- Use technical skills to provide solutions to problems; for example creating google app scripts to optimise long administrative processes.
- Highlight opportunities to improve usage of the digital platforms through training or user support.
- Maintain good relationships with our digital suppliers; remaining updated on platform developments, changes and development roadmaps and sharing those updates to staff teams and key stakeholders.
- Engage with our data transformation ambitions, ensuring both quality and security of system data and identifying opportunities for improvement alongside improving our understanding of the organisation's data ecosystem.
- Remain up to date with organisational priorities, and be confident in articulating development requests to our digital suppliers where necessary.

- Build and maintain excellent working relationships with all teams within the SU, understanding their individual needs and priorities and how digital solutions can help.
- Support the Digital Manager in identifying and delivering feedback opportunities for staff and students on the performance of YUSU digital platforms.

Infrastructure maintenance and support

- Ensure maintenance and administration of digital systems, including oversight of user access and permissions.
- Ensure maintenance and administration of tools such as GSuite, Slack and University of York IT systems.
- Liaise with the University of York IT Services to keep our digital and IT infrastructure aligned and up to date.
- Support delivery of organisational projects and events - for example Freshers week and Student Elections - by contributing to project working groups, bringing digital solutions to the table and also managing expectations on what is deliverable.

User training & support

- Provide advice and support to YUSU colleagues on the best use of digital technology to empower staff skills and digital behaviours, building confidence in using digital solutions.
- Provide training to SU staff and students on using digital solutions where appropriate.
- Develop a strong documentation hub and knowledge base for SU staff and students using our digital platforms, investing in staff and student’s confidence and skills.
- Support the Digital Manager in developing a data literacy skills framework for SU staff, designed to encourage curiosity and engagement with data to inform insight.

Information and data integrity

- Support the Digital Manager in ensuring the organisation remains data compliant under relevant legislation.
- Identify integration opportunities for improving the accessibility and usage of data, contributing to the data transformation work driven by the Digital Strategy.
- Consider information and cyber security risks attached to digital infrastructure or systems.

Asset management

- Place orders for IT equipment through the relevant suppliers, liaising with University of York IT Services where necessary for procurement of recommended IT equipment.

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
QUALIFICATIONS		
Educated to University standard or equivalent professional experience.	X	

EXPERIENCE		
Experience in optimisation of processes and systems	X	
Experience designing and leading successful implementation plans for new digital platforms or solutions		X
Experience of leading on 'change' or transformation projects in a Digital or IT environment		X
Experience in providing technical support for cloud-based SaaS solutions	X	
Experience in providing technical support for bespoke local-hosted solutions		X
Experience of providing specialist advice and training to people, ideally within a digital or IT setting	X	
Experience of compiling and sharing user documentation	X	
Experience of liaising with multiple stakeholders and suppliers	X	
Experience balancing varying competing priorities and requests	X	
Hardware asset management and maintenance		X
Experience of providing management or coaching to more junior members in a team		X
ROLE / SYSTEMS KNOWLEDGE		
An understanding of cyber security best practises	X	
Good understanding of GDPR, data security, and ethical data management	X	
Good technical knowledge of Microsoft operating systems	X	
Good technical knowledge of Apple and Linux 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
Good understanding of modernisation through digital and why it's crucial to business performance		X
Knowledge of front-end web development and CMS systems		X
Knowledge of usability testing and user experience principles		X
SKILLS		
Using a technical mindset to break down complex problems or tasks	X	
Excellent communication skills; able to communicate across all levels within the organisation	X	
An analytical approach to decision making	X	
Ability to explain technical issues and solutions to non-technical users without the use of jargon or complex language	X	
Able to work independently and effectively manage workload	X	
Big-picture and detail-oriented thinking; able to look at the complete puzzle and understand strategic vision	X	
PERSONAL QUALITIES		
A user-driven approach to service improvement	X	
Self-motivated to learn and achieve new skills	X	
Strong interpersonal communication skills, able to build strong relationships with key stakeholders	X	

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

