



Job Description and Person Specification

Post: IT Services & Digital Support Officer

Responsible to: Director of Operations

JOB DESCRIPTION

Purpose of Job

- To maintain and continually improve the quality of the IT Service delivery and enhance the user experience, including providing first-line support for the IT infrastructure, software and classroom technologies.
- To observe best practices in the IT Service delivery and following appropriate processes to deliver an excellent support service across the College, including educational and learning environments.
- To support staff and students in the effective use of technology to enhance learning, teaching and business processes.

Main Duties and Responsibilities

IT Services:

- Ensure services are efficient and effective while ensuring College processes are up-to-date. This includes ensuring the College is aware of new methods, techniques, hardware or software that may improve IT and digital functions.
- Ensure all methods and tools for the planning, development, testing, operation, management and maintenance of systems are adopted and used effectively throughout the College.
- Ensure the effective integration of IT solutions within classroom and learning environments.
- Undertake lifecycle planning, control and management of the assets of an College.
- Monitor for vulnerabilities and risks in existing software and systems.
- Provide effective control and treatment of risk to the availability, performance, security and compliance of the business services impacted.
- Monitor access to IT facilities or infrastructure in accordance with established College policy.
- Process and coordinate timely responses to incident reports.
- Resolve and manage problems throughout the information system lifecycle.
- Provide advice and recommendations to address College issues and user needs, and implement agreed solutions.
- Provide technical advice and assistance to staff, students and visitors.
- Liaise with external suppliers to ensure successful delivery of products and services

Business Change and Enhancement:

- Deliver projects involving the development and implementation of new technology and applications, ensuring they meet the College's needs and delivered within the parameters of cost, timescales, and quality.
- Deploy and integrate new capabilities into the College in a way that is sensitive to, and fully compatible, with business operations.
- Support staff learning and development in the use of IT and digital tools.

General:

- Be committed to the College's purpose, vision and values.

- Contribute to the development, implementation and monitoring of relevant college policies and procedures.
- Work on own initiative under the direction of the Director of Operations
- Undertake other appropriate duties required by the Senior Management Team.

Key Contacts/Relationships:

- External contacts include: IT Support, commercial clients, College sector bodies such as CDN and JISC.
- Internal contacts include: Staff, students, visitors, committee members.

PERSON SPECIFICATION

Education and Qualifications	
<p>Essential</p> <ul style="list-style-type: none"> • Qualified to SCQF Level 7 (e.g. HNC, Cert HE) or equivalent in a relevant subject 	<p>Desirable</p> <ul style="list-style-type: none"> • Qualified to SCQF Level 9 (e.g. Degree) or equivalent in a relevant subject • Microsoft Certifications
Experience and Knowledge	
<p>Essential</p> <ul style="list-style-type: none"> • Experience of IT and digital systems and infrastructure maintenance. • Hands-on experience with AV equipment, including projectors, interactive whiteboards, and classroom technologies. • Experience with software deployment and troubleshooting in educational or corporate environments. • Familiarity with IT service management practices (e.g., ITIL) and experience handling incidents and requests. 	<p>Desirable</p> <ul style="list-style-type: none"> • Experience working in an educational environment or supporting learning technologies. • Experience with supporting staff or users on IT systems and technologies.
Skills and Ability	
<p>Essential</p> <ul style="list-style-type: none"> • User focussed and creative. 	<p>Desirable</p> <ul style="list-style-type: none"> • Ability to manage audio and video resources for in-person, hybrid and

<ul style="list-style-type: none"> • Excellent interpersonal skills including ability to build relationships and interact with staff and students across the college to achieve positive outcomes • Positive, solutions-focused mindset • Excellent IT skills including content management systems • Ability to work on own initiative • Excellent Collegial and time management skills 	<p>online learning.</p>
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CONDITIONS OF SERVICE

Post Title:	IT Services and Digital Support Officer
Location:	Newbattle Abbey College
Term of Appointment:	Part-time, permanent 0.8 FTE (28 hours per week)
Remuneration:	£33,503-£36,378 pro rata
Pension Scheme:	Lothian Pension Fund Scheme
Reporting to:	Director of Operations
Holidays:	45 days per year pro rata (including 10 public holidays)
Closing date:	16 th February 2025 - midnight