JOB DESCRIPTION

Job Title: Web Platforms Officer

Department: Information Technology

Reports to: Head of IT

Purpose of role: Working with a team of eight, reporting directly to the Head of IT, looking after an IT environment that supports over 1500 users, accessing over 50 servers. The Web Platforms Officer's role is: To ensure the College's public and internal-facing digital products (external website, online forms, portals, intranet) are supported, maintained, and developed to support the College's key priorities and digital service delivery. To assist, train and support colleagues and devolved authors on web-related subjects and systems.

Key Responsibilities:

- To build, test, monitor, maintain, and troubleshoot key college web systems including but not limited to; Microsoft SharePoint, WordPress CMS and WordPress Plugins working with a wide range of departments to support internal business activities and content commissioning.

- Champion the use of key College Web Platforms and applications through individual and group engagement to ensure that College departments are utilising software effectively to help the College maximise return on investment (ROI).

- To contribute to web component development and refinement, using front-end web technologies, ensuring the web platforms meet technical and accessibility standards.

- To support development, maintain functionality and look and feel of the intranet and websites. Provide training to content owners, including writing and making available on-line, training materials which help to users to self-serve. To specify, develop and maintain accurate and up to date system documentation for the College's IT systems and procedures.

- To carry out deskside or remote IT inductions for new members of staff and Fellows, educating them on accessing college-wide and departmental web applications and where to find important information.

- To identify opportunities for service and system improvements working with colleagues across the College to deliver new IT solutions that provide competitive advantage to support the growth of the College in a way that satisfies Students, Fellows and Staff needs.

- Provide reports and analysis on the performance of web platforms and websites.

- Assist in the development and implementation of strategic aims and plans for the College web platforms.

- To contribute to the development of complex online service applications under the direction of the Senior Systems Analyst.

PERSON SPECIFICATION

Experience and Knowledge

- Considerable Experience with either Microsoft SharePoint and/or WordPress **Essential**
- Considerable experience working managing and maintaining websites, preferably within Higher Education – **Essential**
- Experience of website development and project management **Essential**
- Experience commissioning and developing digital content **Desirable**
- Experience working with additional Microsoft applications (Teams, Forms, Visio, Project, OneDrive, One Note) –**Desirable**
- Experience of delivering training on IT software - **Desirable**
- Experience of using a service management tool (Helpdesk software) **Desirable**
- Experience as part of a professional IT support team. - **Desirable**

Skills and Personal Attributes

- Familiarity with HTML and CSS - **Essential**
- Familiarity with dealing with customers in person, over the phone, via video calls and via email. **Essential**
- Familiarity with image manipulation programmes including Photoshop **Desirable**
- Considerable skills in developing and maintaining SharePoint or WordPress (Training will be provided on the other) **Essential**
- Familiarity with, Outlook, Word, Excel and other common Microsoft applications **Essential**
- Familiarity with writing clear and concise documentation and training materials **Desirable**
- Administratively self-sufficient and accustomed to exercising initiative **Essential**
- Ability to work effectively as part of a team **Essential**
- Ability to work across multiple departments and manage multiple projects **Essential**

Qualifications

- Good standard of general education, including a minimum of GCSE Maths and English Science and Computing grade A-C (or equivalent). **Essential**

- A-Level (or equivalent) business, customer service or Web Technology related qualification. **Essential**

Additional requirements

- An interest in Higher Education **Desirable**

EMPLOYMENT DETAILS

Rate of Pay:	£31,200 per annum.
Hours:	36.25 hours per week.
Probationary Period:	Six Months.
Holiday:	25 working days per annum plus 8 public holidays.
Meals:	Free lunch is provided for staff whose duties cover this period when working in College.
Pension Scheme:	A pension scheme, which complies with the requirements of the Occupational and Personal Pension Schemes Regulations for auto-enrolment, will be available after three month's service. All staff will become members unless they choose to opt out.
Employee Assistance	The Employee Assistance Programme is a free and confidential telephone and web based information and support service providing staff with access to caring and professional consultants and counsellors.
Gym:	Membership of the College gym is available for a modest fee. Inductions are compulsory.
Sports & Social Club:	The Trinity College Staff Sports and Social Club, run by a committee of staff who organise events and outings.
Access to College:	The College cannot provide car parking for all its staff, and many use Park and Ride sites or cycle. There is a tax-free benefit allowing you to spread the cost of a new bike, including either a pedal bike or an e-bike, and equipment for it, over 12 months, up to a maximum value of £6,000.
Private Health Care:	The College provides free health care currently through membership with Aviva. Membership of a dental care scheme is also available. Staff can join the schemes after successful completion of their probationary period, subject to certain limitations. This is a taxable benefit.