



Position: Digital Development & Application Support Officer

Pay: £30,000 plus performance bonus

Employed for: Full time — Flexible 37 hours per week (core hours 9:00 to 15:00 Term time)

Responsible to: Head of Digital Learning & Procurement

Responsible for:

1. Purpose

- 1.1. To support the development of requirements, operating procedures and implementation of software solutions and applications for the benefit of teaching & learning and administration.
- 1.2. To train users on the effective use of software applications and to develop knowledge base articles to support the delivery of an effective self-service portal.
- 1.3. To monitor and track usage and engagement of cloud-based applications and services and supporting Schools to improving uptake of new applications, features and services.
- 1.4. To advise on technical and education developments as they relate to the delivery of cloud-based applications and services and how such developments can be linked to teaching and learning strategies.
- 1.5. To assist with the procurement and on-site support of cloud-based applications and services.

2. Primary Responsibilities

- 2.1. To support with the development, implementation and management of cloud-based applications and services, including the production of statistical information and reports relating to the operation and usage of cloud-based applications and services.
- 2.2. To develop user guides and knowledge base articles to support users with using applications and the latest cloud-based applications and services.
- 2.3. To provide whole school and individual training and advice to support the successful deployment of new applications and services.
- 2.4. To monitor and resolve helpdesk requests related to the usage of features within applications and services and to identify patterns/problems enabling proactive interventions.
- 2.5. Maintain an up-to-date knowledge of the applications and services and to advise School leaders on how new applications, features and services can be linked to teaching and learning strategies.
- 2.6. To advise on licensing requirements for cloud-based applications and services to support maintaining correct licensing agreements and maintenance contracts.
- 2.7. To communicate with key stakeholders to advise of planned and unplanned service disruptions affecting cloud-based applications and services.

- 2.8. To support with capturing of requirements and development of specifications for effective delivery of new applications and services.
- 2.9. To champion and encourage virtual collaboration through the use of cloud-based systems and services.
- 2.10. When necessary, work flexibly in order to support unforeseen ICT issues, which are not possible to perform during normal, working hours.
- 2.11. To maintain confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.
- 2.12. To champion customer values to ensure that the team deliver Trusted, Solution focused, Approachable and Timely services.
- 2.13. To work with the Trust IT Team and other third-party partner's to develop ICT common/best practices and efficiencies.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

3. Personal Specification

E = Essential / D = Desirable

3.1. Experience / Knowledge

Extensive experience of online and cloud-based applications and services	E
Experience of cloud-based email providers (e.g. Office 365, Google Mail)	E
Experience of working with third party support providers (i.e. applications, services)	E
Experience of audio, visual and recording equipment (i.e. interactive projection, classroom video recording)	D
Familiarity of working in an education context	D

3.2. Skills / Abilities

Ability and willingness to learn and embrace new cloud-based applications and services and to be able to identify how these could be applied to support the delivery of teaching and learning	E
Ability to identify, develop, maintain, and review cloud-based applications and services to ensure that they are secure, reliable, performant, and suitable for use	E
Ability to use knowledge of change and project management to assist with the implementation and management of deployment of new cloud-based applications and services within the Trust	E
Ability to create and maintain records for support requests, and the associated resolutions to identify common issues or trends within cloud-based applications and services to minimise the reoccurrence of issues, through training and/or preventative maintenance	E
Ability to create non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications	E
Ability to use knowledge of relevant legislation including Computer Misuse, Acceptable Use Policies, General Data Protection Regulation and Child Protection to monitor the use of cloud-based applications and services, and to develop and improve existing processes to ensure use of cloud-based applications is compliant with relevant legislation.	E

3.3. Qualifications / Training

Degree educated (2.1 or higher) or equivalent	D
ITIL Service Delivery Certification	D

3.4. Additional Attributes

A commitment to customer service	E
A commitment to equality and diversity	E
Ability to work under pressure to deadlines	E
Excellent organisational and time management skills with the ability to use initiative and prioritise a wide-ranging workload with competing demands	E
Excellent interpersonal skills – establishing relationships and maintaining contacts with people from a variety of backgrounds	E
Ability to communicate effectively with patience and politeness with all contacts, from students to senior management, whether verbally or in writing	E
Willingness to work with and assist, both remotely, and if required in person, other organisations outside of the Thinking Schools Academy Trust	E
Self-motivated, proactive team player	E
High level of accuracy and attention to detail	E

Key Accountabilities

- To actively promote the Trusts Equal Opportunities Policy and observe the standard of conduct which prevents discrimination taking place.
- Maintain awareness of and commitment to Equal Opportunity Policies in relation to both employment and service delivery.
- To fully comply with the Health and Safety at Work Act 1974, the Trust and School's Health and Safety Policy and all locally agreed safe methods of work.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at our discretion. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.