JOB DESCRIPTION

IT Coordinator and part time Learning Technologist

Responsible to: CBMBA Programme Manager and Facilities Manager

JOB PURPOSE

To offer IT support to the Chartered Banker MBA (CBMBA) students with platform access and navigation during their studies. To adapt and develop the programme's software and databases, and to work closely with the Academic team to identify the IT needs to effectively deliver content online. To manage technical aspects of IT and Audio facilities in the Management Centre. Liaise with the appropriate Managers in respect of managing IT budgets and maintaining inventories for IT hardware, software and databases. It is envisaged that up to 40% of post holders time will be allocated to managing technical aspects of IT and Audio Facilities and 60% on CBMBA support and development work. This may vary, subject to the needs of the Management Centre.

MAIN DUTIES

A: Key Responsibilities

Support staff and students by

- Providing specialist support to CBMBA students in respect of elements of their programmes requiring the use of IT
- Support academic staff of CBMBA with their technical requirements
- Provide induction sessions and guides for CBMBA students for getting started with their studies on software packages and databases
- Establish a supportive relationship with students, and assist with online classroom administration

Manage the IT resources of The Management Centre

- Maintain a record of software and databases purchased by The Management Centre, including licence and subscription details, and renew these where necessary. Advise Facilities Manager of the cost of licences and subscriptions.
- Review, analyse, and evaluate software and online database systems and user needs as required.
- Remain informed on software updates, upgrades and additional services.
- Provide in-house expertise and technical support on issues relating to hardware, software and databases.

- Assist users in setting up equipment and materials for classes, conferences and other events.
- Identify and monitor technical problems to ensure a timely resolution, in liaison with the University's central IT services.
- Maintain and develop the Management Centre's website and intranet, in liaison with the Marketing Officer and the Marketing team.
- Develop and produce accurate and timely routine and special reports, and data retrievals for staff as needed.
- Generic IT maintenance and support for the Management Centre, to include Guest Line systems, Till systems, Lecture theatres, and general IT infrastructure (Wireless, Desktop Machines, Projectors, Data screens user support)

Learning Technologist Duties (part-time)

- Blackboard (creation of modules, uploading content, creating videos)
- Webex (Supporting sessions, Inductions, academic support where required)
- Panopto (Support, Training, development and implementation)
- Programme Development

Health and Safety

- The post-holder has a general and legal duty of care in relation to health, safety and wellbeing and must take all reasonable steps to ensure a safe and healthy working environment for him/herself and for other members of staff, students and visitors affected by his/her actions or inactions. The post holder is also required to comply with all applicable health and safety policies, procedures and risk assessments.

Equal Opportunities and Welsh language

- The post-holder should comply with the Management Centre equal opportunities policies, equality schemes and the Welsh Language Scheme.

Performance Management

- The post-holder must comply with the University's Policy on the performance management of staff. He/she must also cooperate with the process in respect of his/her own performance.

Training and Development

- The post-holder should cooperate with the identification of his/her own training needs.

Compliance

- The post holder must comply with relevant legal and financial policies and procedures and be aware of their responsibilities in terms of the legal requirements of their posts.
- The above mentioned duties and responsibilities are indicative and are not intended to be exhaustive. Duties and responsibilities may be varied following discussion with the post holder.

Support duties (IT Systems Administration) will include

- Importing and Managing Data
- Manage User accounts
- Organise training
- Liaise with IS services on General IT issues
- Support functions as required

Any other duties that might reasonably be expected from the post holder.

B: Requirements & Personal Attributes

- An undergraduate degree or other recognised qualification in Computing, IT or other relevant subject area, or equivalent experience.

C: Experience / Knowledge

- Experience of manipulating data and working with databases
- Excellent knowledge of Microsoft Office products
- Familiarity with web authoring software, such as Contribute and Dreamweaver; or willingness to become familiar
- Familiarity with operating systems and application software on PCs
- Some experience of PC- compatible hardware, including the ability to diagnose faults
- Experience of providing IT support

D: Key Skills

- Highly organised, with superior problem resolution and analytical skills
- Able to work effectively under pressure with multiple priorities and deadlines
- Able to maintain a high level of confidentiality
- Available for occasional weekend and evening work
- High level of interpersonal and customer service skills
- Excellent oral and written communication skills
- Highly organised, with superior problem resolution and analytical skills
- Able to work effectively under pressure with multiple priorities and deadlines
- Demonstrate an understanding of the bilingual nature of the institution and area and the ensuing responsibilities.
- The ability to speak Welsh is desirable for this role

E: Additional Information:

This is a full-time post. Attendance will be required in line with the business requirements including at weekends and in the evenings.

F: Salary

Salary subject to experience.