

Job Description and Person Specification

JOB DESCRIPTION

Post title:	Content Management Specialist		
Academic Unit/Service:	iSolutions		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	3
Posts responsible to:	Enterprise Content Management Systems Team Manager		
Posts responsible for:	No management responsibility		
Post base:	One Guildhall Square Office-based		

Job purpose
The purpose of this role is to support customers across the University to create digital spaces in Office 365 and migrate their existing content and materials from SharePoint to Office 365.

Key accountabilities/primary responsibilities	% Time
<p>1. To deliver support to customers who request assistance to create digital spaces using Office 365 applications that are suited to their particular need. Assist customers with the migration of existing materials into new Office 365 digital spaces, ensuring work activity is planned for timeliness and consistency with the work of others on digital work spaces. This is primarily using SharePoint in conjunction with defined processes and supporting software.</p> <p>Respond to requests from customers requiring support to resolve issues experienced in migrating data to Office 365 digital spaces.</p> <p>Interpret customers' fault reports, systematically analysing their symptoms to uncover root causes to problems and follow problems through to resolution. Escalate more complex requests or issues to more senior team members as appropriate.</p>	75%
<p>2. Analyse and interpret customer requirements and provide information and guidance to customers in how to best utilise University content management systems to meet their particular requirements.</p> <p>Liaise with or escalate to more experienced colleagues as necessary to ensure that the most appropriate solution is implemented for the customer.</p>	10%

Key accountabilities/primary responsibilities	% Time
3. Where identified, make suggestions to customers for improvements to the management of information and/or related business processes within the University using content management systems (notably Office 365), for example – opportunities for leveraging the technology to automate current manual tasks. This may require referral to more senior members of the team in order to fulfil the additional needs.	10%
4. Any other duties as required by the Executive Director of iSolutions or line manager following consultation with the post holder.	5%

Internal and external relationships

The post holder will work as part of an integrated team and will be expected to adopt priorities and engage in activities that promote the effective working of the whole team.

Internal:

The post holder will work closely with:

- Technical specialists in teams across iSolutions
- Academic staff at all levels across the organisation
- Professional Services and Faculty colleagues across the University.

External:

The post holder will liaise with:

- Computer software and service suppliers
- Other academic institutions and related organisations to participate in collaborative activities and projects to the benefit of iSolutions and the University as a whole.

Special Requirements

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training e.g. demonstrable experience of working in an IT or digital communications environment and/or experience of web content management systems such as SharePoint, WordPress etc.</p> <p>Able to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.</p> <p>Able to apply a comprehensive understanding of relevant higher education systems and procedures and an awareness of activities in the broader work area</p> <p>Experience of applying understanding of specialist technical equipment, processes and procedures.</p> <p>Able to demonstrate a good understanding of technical processes relating to work area.</p>	<p>Higher qualification in a computer related discipline.</p> <p>Experience working in an environment that uses best practice service methodologies such as ITIL.</p> <p>Customer Service training.</p>	Application form, interview
Planning and Organising	<p>Ability to carry out tasks to a set timescale with limited supervision.</p> <p>Ability to manage your own workload using good judgement to prioritise tasks.</p> <p>Thoroughness, accuracy and attention to detail.</p> <p>Ability to follow established working procedures and, where appropriate, to adjust to changing procedures and working practices.</p> <p>A flexible approach to working in order to be responsive to fast changing customer demands.</p>		Application form, interview
Problem Solving and Initiative	<p>Able to interpret fault reports, systematically analyse and follow through to resolution</p> <p>Able to plan and prioritise a range of one's own, and the team's, standard and non-standard work activities.</p>		Application form, interview

	<p>Ability to successfully plan and deliver technical support of projects over a period of several months.</p> <p>Experience of using multiple knowledge bases to research information and solutions to resolve problems and identify solutions.</p> <p>Able to identify and solve problems by applying initiative to tackle situations in new ways and by developing improved working methods.</p> <p>Experience of matching customer needs with IT service offerings.</p>		
Teamwork	<p>A collaborative and supportive approach to working and dealing with other iSolutions teams.</p> <p>Able to maintain effective working relationships with colleagues.</p> <p>Able to positively influence the way a team works together.</p>		Application form, interview
Communicating and Influencing	<p>Able to elicit information to identify specific customer needs.</p> <p>Able to offer proactive advice and guidance.</p> <p>A professional, customer-orientated approach to service.</p> <p>Excellent communication skills both verbal and written.</p>	<p>Able to explain use of technology to non-technical customers in simple, clear terms.</p> <p>Able to thoroughly document procedures and to review and improve existing documentation.</p>	Application form, interview
Other skills & behaviours	<p>Demonstrable keenness to keep up with new technologies and services in IT support</p>		Application form, interview
Special requirements	<p>Professional and reliable, calm, conscious of not taking unnecessary risks when working with live data on live systems and in machine rooms.</p>		Application form, interview

JOB HAZARD ANALYSIS

Is this an office-based post?

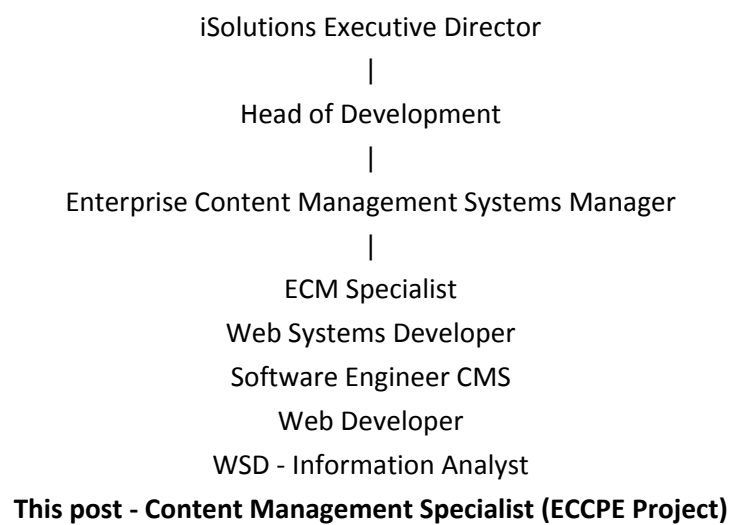
<input type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input checked="" type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)	X		
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			

PSYCHOSOCIAL ISSUES			
Face to face contact with public	X		
Lone working			
## Shift work/night work/on call duties			

Organisation Structure



This role reports directly to the Enterprise Content Management Systems Manager, however day to day supervision may be delegated to one of the team