

**JOB DESCRIPTION**  
**IT Trainer and Support Advisor**  
**Vacancy Ref: A2420**

<b>Job Title:</b> IT Trainer and Support Advisor	<b>Present Grade:</b> 7P
<b>Department/College:</b> ISS (Information Systems Services)	
<b>Directly responsible to:</b> Digital Fluency Manager	
<b>Supervisory responsibility for:</b> Occasional mentoring and support for student trainers or graduate interns	
<p><b>Other contacts</b></p> <p><b>Internal:</b> Members of the ISS training team and colleagues in ISS support roles; members of staff across the University involved in the delivery of training &amp; support (OED, Finance, Registry, etc.); staff &amp; students.</p> <p><b>External:</b> External bodies including UCISA, Microsoft, Prodigy, Certiport and other External Training Providers, colleagues from other Universities</p>	
<p><b>Major Duties:</b></p> <ol style="list-style-type: none"> <li>1. Design, develop, deliver and maintain high quality IT training and related resources/materials for staff and students using a number of different methods (e.g. taught sessions, 1:1 training, remote desktop, online training, videos).</li> <li>2. Design, create, customize and maintain self-help content and resources e.g. for online learning portals, knowledge databases, discussion boards.</li> <li>3. Develop and deliver training and support for certificated courses (e.g. Microsoft Office Specialist/Expert) and invigilate examinations as required.</li> <li>4. Analyse the effectiveness of training delivered and related materials and develop them accordingly to ensure fit for purpose and high quality.</li> <li>5. Provide occasional cover and back-up for colleagues as required, including the support of student trainers/interns and training administration.</li> <li>6. Complete appropriate administration for the training.</li> <li>7. Provide support and advice to members of the University (including distance learners and those working in our International Teaching Partners) regarding their IT training needs and provide second line support to the ISS Service Desk as required.</li> <li>8. Support the roll-out of new IT Services, including learning new systems and/or applications, providing feedback to the development team and supporting the transition to service.</li> <li>9. Provide advice and guidance to staff in other Divisions (e.g. Finance, Human Resources, Student Based Services) who are responsible for delivering applications training.</li> <li>10. Work to high quality of service – providing timely and relevant communication to colleagues and users.</li> <li>11. Offer occasional support to ISS project managers in identifying training needs.</li> <li>12. Undertake sufficient personal and professional development as required, to ensure your skills are up to date and relevant for your role</li> <li>13. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in task set, the exercising of initiative to suggest through line managers improvements to the service provided and clear and professional styles of communication at all times</li> <li>14. To perform such other duties, appropriate to the grade, as may be directed by the Director of ISS or nominated representative.</li> </ol>	