**JOB DESCRIPTION**

Digital Skills Developer, Information Systems Services (ISS)

Vacancy Ref: A3390

<table>
<thead>
<tr>
<th>Job Title: Digital Skills Developer</th>
<th>Present Grade: 7P</th>
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<tr>
<td>Department/College: ISS (Information Systems Services)</td>
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<td>Directly responsible to: Digital Fluency Manager</td>
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<td>Supervisory responsibility for: N/A</td>
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**Other contacts**

**Internal:** Members of the Digital Skills Training team and colleagues in ISS support roles; members of staff across the University involved in the delivery of training & support (OED, Finance, Registry, etc.); staff & students.

**External:** External bodies including UCISA, Jisc, Microsoft, Prodigy, Certiport and other External Training Providers, colleagues from other Universities

**Major Duties:**

- Design, develop, deliver and maintain high quality digital skills training and related resources/materials for staff and students using a number of different methods (e.g. taught sessions, online training, videos, 1:1 support, remote desktop).
- Design, create, customize and maintain self-help content and resources e.g. for online learning portals, knowledge databases, discussion boards.
- Analyse the effectiveness of digital skills development activities delivered and related materials and develop them accordingly to ensure fit for purpose and high quality.
- Complete appropriate administration for digital skills development activities.
- Provide support and advice to members of the University regarding their digital skills development needs, improving working practices and provide second line support to the ISS Service Desk as required.
- Provide occasional cover and back-up for colleagues as required, including the support of interns and training administration.
- 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.
- Offer support to ISS project managers in identifying training needs and provide digital skills development activities/resources as required (e.g. knowledgebase articles, training, videos)
- To take responsibility for new digital skills initiatives to deliver improvements to the digital skills training provision, including identifying user’s development needs to improve their digital skills.
- Work to high quality of service – providing timely and relevant communication to colleagues and users.
- Undertake sufficient personal and professional development as required to ensure your skills are up to date and relevant for your role.
- 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.
- To perform such other duties, appropriate to the grade, as may be directed by the Director of ISS or nominated representative.