



THE COLLEGE OF OPTOMETRISTS

Job Description

Job Title: IT Coordinator

Department: Finance, IT & Facilities

Reports to: Head of Data Systems

Key internal relationships: All College staff and internal D365 leads.
Director of Finance, IT & Facilities

Key external relationships: Virtual IT Director, Smartdesc
Technical partners and support providers.

Key areas of influence: Supporting the College's IT infrastructure, IT asset
management and IT training, supporting all College staff

Purpose of the role

The IT Coordinator will support the College's IT infrastructure and Non-D365 related systems, including O365, SharePoint, Asset Management & Staff Training. They will ensure robust IT & Data security, compliance, and governance across all systems including assisting with writing of and compliance with IT policies and procedures, the provision of training to college staff and the purchase of equipment for college use.

They will be operating within the Finance, IT & Facilities team, liaising heavily with the D365 team, and all Departments to ensure a secure and smooth operating environment for college staff, volunteers and partners.

Support and participate in technology related working groups, to ensure IT provides a voice, working with the College staff and members to achieve successful outcomes for staff and the college.

Main responsibilities

- IT Projects

Liaise with external suppliers and College staff on all aspects of IT Projects. In order to contribute to the successful delivery of these Projects.

- IT Training & Guidance

Delivery of IT training sessions and training materials created internally and in partnership with external suppliers.

- IT Administration and Vendor Liaison

The College outsources its general IT support to an external supplier. The role's responsibilities will be:

- Liaising with the outsourced IT Provider.
- Reviewing the outstanding support tickets and escalating as required.

- Maintaining College's IT Asset Register and equipment
- Assisting in the College's Starter and Leaver process.
- Policies, Procedures & Advice
 - Maintaining and creating all relevant IT policies & procedures to ensure security and minimise risk
 - The IT Coordinator will support the College's IT infrastructure, including O365, SharePoint, Asset Management & Staff Training

Other College work

- Carry out from time to time and as directed, any other duties as required in addition to the above, that will be both reasonable and within your capabilities.
- Ensure that at all times, you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Person Specification

Knowledge, experience, qualifications, personal attributes

Experience

Essential criteria	Desirable criteria
● Minimum 2 years' experience of Microsoft O365, including SharePoint. ● Experience of managing specialist external providers. ● Demonstrable recent experience of IT support, SharePoint administration and Asset Management. ● Demonstrable experience and credibility to be able to quickly engage with Stakeholders and contribute to collaboration amongst College teams. ● Experience of training staff in use of standard software	● Experience of working in an ITIL environment. ● Customisation and Configuration in MS Office 365 and SharePoint

Knowledge

Essential criteria	Desirable criteria
● Microsoft Office 365 & SharePoint ● Basic technical knowledge of O365 system structures. ● Understanding of MS Office and other specialist but widespread software packages (such as SharePoint) and the ability to help others. ● Understand the principles of Information Security & Information Governance. ● Highly computer literate.	● GDPR & Data Legislation ● Microsoft Forms ● Power Automate ● Knowledge of Power BI and ability to help others in its use. ● Cyberessentials ● Cyber security

Qualifications

Essential criteria	Desirable criteria
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• Qualified to degree level (or demonstrable equivalent experience)	MS Certification in: • Azure Fundamentals • 365 Fundamentals • MS Teams Fundamentals
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Personal Attributes

Essential criteria	Desirable criteria
• Negotiating and influencing skills. • Skilled at fostering effective relationships with internal, non-technical stakeholders. • Attention to detail. • Presentation and reporting skills. • Demonstrates a flexible and adaptable approach to work. • Excellent organisation and time management skills • Demonstrates commitment to self-development and learning.	• Ability in constructing and editing complex documents.

Additional Information

Typical working hours at the College are 9am to 5pm (7 hours excluding lunch) working five days a week. We operate a flexible working window from 8am to 6pm where you can vary your start and end time (working a 7-hour day) and have other flexible working opportunities available.

We also offer hybrid working (a mixture of home and office working). Typically, College staff will work around 20-40% of their time at the workplace (whether it is the office at Craven St or a face-to-face meeting/exam or event at another business-related site or organisation per week).

Equal Opportunities and Inclusion (standard wording)

The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination. We value the differences that a diverse workforce brings to the organisation.

Our values



We act with integrity and transparency



We listen and we learn



We demonstrate respect and professionalism



We achieve high quality



We champion diversity and inclusion



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