

Organisation:	University Centre Leeds
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	University Centre Leeds
Core Job Role:	Digital Support
Job Title:	Apprentice Digital Support Technician
Reports to:	Deputy Head of Digital Learning Development
Grade	Level 3 Apprentice
Date of compilation:	24 th May 2024

ROLE SUMMARY:

The Digital Support Technician at UC Leeds maximises the effective use of digital learning technologies, productivity software, and digital communications, including collaborative technologies and digital information systems. This role focuses on improving digital services and delivery within the educational setting, working with the team to upskill staff and students in digital skills, and providing support in the Digital Innovation Hub, including setting up equipment and supporting staff with innovative technologies.

SPECIFIC ROLE RESPONSIBILITIES:

1. Provide technical support to staff and students through various communication channels.
2. Manage time effectively, prioritising digital support tasks to meet critical deadlines.
3. Apply relevant policies and legislation, following appropriate escalation procedures.
4. Undertake basic data analysis using suitable digital technologies.
5. Maintain data security by adhering to policies and legislation.
6. Support continuous improvement activities within UC Leeds.
7. Resolve digital issues using the appropriate tools and technologies.
8. Collaborate with stakeholders to manage expectations, escalating issues as necessary.
9. Take responsibility for own continuous professional development (CPD) by staying updated with technological developments.
10. Document actions to ensure a clear audit trail and progression of issues.
11. Support the Innovation Hub by setting up equipment and providing support with innovative technologies.

12. Assist with the upskilling of staff and students in digital skills.
13. Act as a digital champion, training and supporting colleagues to make the best use of digital tools.
14. Provide internal end-user application support and assist with digital operations and digital change projects.
15. Support and coach staff and students in using digital systems effectively.

CORE RESPONSIBILITIES:

1. Ensure the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.
2. Help UC Leeds adapt to and exploit changes in technology to meet objectives and maximise efficiency.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Job Title:	Apprentice Digital Support Technician
Department	Higher Education Development Office

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. GCSE grade C / 4 or above in maths and English	C
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Experience using Google Workspace, Microsoft, Apple and other digital web/mobile applications, software's and hardware.	A / I
D	Experience of using Adobe Creative Cloud applications, (Photoshop, Premier Pro etc.)	A / I
D	Experience in using digital tools and software e.g. photography, videography, editing tools, graphic design, web development, spreadsheets, VR, AR, MR, 360 media etc	A / I
E	Enthusiasm and confidence in establishing and internal and external relationships.	A / I
E	Experience of working in a team environment.	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Excellent communication skills	A / I
E	Highly organised with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner.	A / I
E	Ability to exercise absolute integrity in respect of confidential matters and to ensure that any specified procedures for ensuring the security and confidentiality of information are always maintained.	A / I
E	Takes responsibility for own development.	A / I
E	High levels of curiosity and critical thinking skills	A / I
E	Ability to work independently and maintain a high degree of self-motivation.	A / I
Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I