



## Candidate Information

<b>Position:</b>	Digital Support Officer
<b>School/Department:</b>	School of Biological Sciences
<b>Reference:</b>	24/112002
<b>Closing Date:</b>	Thursday 4 July 2024
<b>Salary:</b>	£32,024 - £36,744 per annum
<b>Anticipated Interview Date:</b>	Thursday 25 July 2024
<b>Duration:</b>	Permanent - Full Time

### JOB PURPOSE:

To support the School and Institute in providing high-quality digital innovative platforms in line with our teaching and learning strategy. To assist, drive and support the University's Digital Learning Programme by supporting staff and students to utilise an enhanced digital learning environment and VLE platform (Canvas). The Digital Support Officer will play a critical role in optimising the School's digital presence through, creating and managing effective digital content that enhance the School's global reputation and engagement with internal and external audiences and co-ordinating all aspects of the School website.

### MAJOR DUTIES:

1. Support with use of high-quality digital innovative platforms to improve the student experience.
2. Assist with the development and implementation of a maintenance schedule for the School's Virtual Learning Environment (VLE) reviewing best practice and working with the University central Canvas team.
3. Support staff in the use of VLE by facilitating staff training in both one-to-one and small group environments.
4. Manage online training resources for staff to develop their skills in the use of VLE systems.
5. Manage content for Virtual Learning Environment (VLE).
6. Drive continuous improvement of digital platforms to improve functionality, usability and content.
7. Support and develop policies and procedures for use and implementation of digital software.
8. Undertake projects to improve the digital capabilities of the School.
9. Produce and maintain high quality and engaging content for digital channels for a variety of audiences, including images, audio and video that align with School, Faculty and University strategy.
10. Create and implement high quality content for digital channels for a variety of audiences, identifying and researching story leads, completing interviews, and producing content including engaging copy, images, audio and video.
11. Assist in the development and production of digital campaigns.
12. Ensure that digital channel design and content and website quality continues to be enhanced and improved over time in response to developments, user feedback and technological trends and advances.
13. Ensure that all material complies with the University's policies and standards for digital content, accessibility, user experience, search engine optimisation and mobile compatibility.
14. Conduct regular audits to eliminate redundant and/or duplicate information.
15. Support the management of distribution groups/ mailing lists.
16. Provide specialist advice and guidance and make recommendations to School management on digital channel development and content. Advise and train local content authors as appropriate.
17. Undertake relevant continued professional development and training to ensure a high level of competency in using relevant systems, tools and packages. Keep up-to-date with industry/sector best practices, innovations and IT developments.
18. Support the School Computer Officer to meet the wider objectives of the School/Institute as required.
19. Undertake other duties and responsibilities relevant to the position as required.

### ESSENTIAL CRITERIA:

1. A degree in a relevant area (or equivalent qualification)  
And  
recent, relevant experience in an educational role related to digital learning, technology-enhanced learning, or digital comms.  
OR
2. Substantial recent, relevant experience in in an educational role related to digital learning, technology-enhanced learning, or digital comms.
3. Experience and expertise in developing high-quality content using relevant digital platforms.
4. Experience of using image, video and web development software e.g. Adobe Creative Cloud products.
5. Demonstrable experience in using photography, video and other media to produce high quality engaging content.
6. Experience in content creation and excellent writing skills.
7. Well-developed communication skills with an ability to explain highly technical information to broad spectrum of individuals.
8. Ability to plan and allocate work and responsibilities using discretion to determine priorities and resolve conflicts to meet targets and deadlines.
9. Ability to plan, organise, prioritise work, and meet deadlines.
10. Ability to work within established procedures without supervision.
11. Ability to work in a team and independently.
12. Interest in digital learning.
13. Due to the nature of the role, flexibility of working hours will be required.

**DESIRABLE CRITERIA:**

1. Postgraduate qualification in a relevant area.
2. Experience of working with an educational Virtual Learning Environment system such as Canvas, Blackboard or Moodle.
3. Experience of using Content Management Systems.
4. Experience of using IT helpdesk and/or ticketing system.
5. Experience of using Power automate.
6. Experience in higher education environment.

**ADDITIONAL INFORMATION:**

Informal enquiries may be directed to Mary Devlin [mary.devlin@qub.ac.uk](mailto:mary.devlin@qub.ac.uk)