



IT & Digital Marketing Officer

Background

Sarum College is a community of learning that nourishes the human spirit. People of all faiths and none come for courses, events, private stays, conferences and meetings.

The College offers a wide range of learning programmes for personal and professional development as well as for ordination and licensed lay ministry.

What we need

The ideal candidate will have a broad grasp of organisational IT systems and requirements, an understanding of ability to use digital marketing tools, as well as an excellent computerside manner to support colleagues, students and external clients.

Job Title:	IT & Digital Marketing Officer
Reporting to:	Director of Marketing & Communications
Job Purpose:	To manage day to day IT operations and offer technical support to staff, students and customers as needed. Work with the Director of Marketing and Communications on digital marketing tasks.

Principal Accountabilities

- Provide first-line IT support and training to college staff to enhance IT confidence, including the use of Sharepoint and software systems for hospitality, course and learning resources administration;
- Support colleagues and external clients with IT set up for meetings and conferences;
- Manage the IT hardware and serve as administrator for software systems. Maintain and support the development of the college's bespoke online course administration system, providing technical support to staff as needed;
- Plan and oversee the College server upgrade with colleagues;
- Leadership and technical expertise in applying IT innovations to develop the College's teaching and learning in line with the College's strategic plan;
- Digital marketing support and development via websites, social media and direct mail channels.
- Technical support to staff and students on the College Virtual Learning Environment (Moodle);
- Maintain and support the use of audio/visual equipment;
- Networking functionality and security;

- Maintain the asset register system for IT equipment.

Detailed Tasks

- First-line IT support to college staff by email, telephone and onsite, troubleshooting issues and problems in a calm and timely manner, escalating them to our external IT support as necessary;
- Work with our external providers to support the maintenance of the IT infrastructure including servers, Wi-Fi hubs, network switches, firewalls, printers and photocopiers;
- IT support and execution of digital marketing tasks such as website content updates, social media and direct mail campaigns;
- Support for the smooth operation of hardware (PCs and laptops), software (Microsoft 365, Adobe, WordPress, Zoom, Sage, Moodle and Heritage [library] systems) and services (email). Work with external colleagues to oversee and maintain network security;
- Maintain the audio/visual equipment to ensure it is working correctly and provide support when required. Manage the inventory and replacement cycle of IT equipment;
- Ensure college data is securely backed up daily;
- Working with colleagues to ensure sensitive data is stored in compliance with GDPR and the PDQ machines and associated network equipment are PCI compliant;
- Offer technical support for other office and educational equipment (including the photocopiers) as needed.

Person Specification

Essential

- Experience and qualifications in managing, maintaining and troubleshooting IT systems;
- Proficiency with WordPress, Microsoft Windows, Microsoft Servers, Office 365 and Office applications including Word, Outlook and Excel;
- Experience of Moodle or willingness to learn;
- Ability to support staff and external event organisers with AV equipment set up and use;
- Ability to execute digital marketing campaigns in cooperation with the Director of Marketing and Development;
- General understanding of computer networks and IT hardware to be able to troubleshoot and escalate to external colleagues as necessary;
- Good organisational and planning skills;
- Drive to help colleagues to solve problems and work more efficiently;
- Flexible approach to work planning;
- Able to work accurately and complete tasks within a given timeframe;
- Able to collaborate effectively with other members of staff;
- Proficient record-keeping;
- Sympathy with the ethos of Sarum College.

Desirable

- Experience in working in an educational setting;
- An understanding of SQL systems.

Salary £23-27k for the full time role, salary depending on experience, plus a pension contribution of 8% of salary to the nominated pension scheme, currently the Church of England Church Workers Pension Fund (Pension Builder Classic). Lunch offered at no cost in the Refectory on working days in College when available.

Hours per week Please note this role is unsuited to remote working. Hours of Work: 35 hours a week. Normal hours of work are Monday to Friday, 9am til 5 pm with a daily unpaid lunch break of one hour. Work will be required outside these hours in particular to do out of hours system updates and there will be some on-call work in which case time off in lieu will be given.

Leave Annual leave entitlement is 25 days plus statutory holidays; this includes days when the College may be closed over Christmas. Holidays are to be taken with due regard to the needs of the College.

IT hardware overview

The College operates Windows 10 PCs and Windows 10 laptops. There is one physical server running an additional five virtual servers. These virtual servers host the College's terminal server, library catalogue, library catalogue web server and VLE web server. The College has two websites hosted off-site and its property managements system with live availability for online B&B booking.

The College has three large mobile television displays for presentations and streaming. The two largest meeting rooms also have ambient microphones. There is a fixed digital projector in the largest meeting room along with a sound system with wireless microphones. There are additional portable projectors.

The College has an active Microsoft Office 365 subscription with Office 2016. In addition, the College runs Sage accounts and payroll. There is also an active subscription to Zoom for video conferencing and teaching.

The College has a VOIP telephone systems with two handsets and 20 softphone clients. There is a fast leased line internet connection to the building with Wi-Fi points throughout to ensure a good connection from all the meeting rooms, offices and bedrooms.

The management and maintenance of the IT infrastructure, telephone system, two photocopiers are in partnership with external companies.