

<b>Job title</b>	<b>Praxis Language Gym IT System Administration &amp; Support Officer</b>
<b>Responsible to</b>	<b>Development manager</b>
<b>Line managed by</b>	<b>Development manager</b>
<b>Salary</b>	<b>£27,276 – £29,871</b>
<b>Contract</b>	<b>Full-time</b>
<b>Staff reporting to this post</b>	<b>Temporary staff, placement students, volunteers</b>

<b>Job description</b>	
<b>Purpose</b>	
<p>The main objectives to be achieved by the Post holder are:</p> <ul style="list-style-type: none"> <li>• To provide a Learning Management System support, including first line support to users, both instructors and learners and liaising with the system suppliers to resolve issues in a timely manner</li> <li>• To ensure the highest level of professional service and support</li> <li>• To assist with promoting and marketing of the Language Gym and its image, especially through social media, liaising with appropriate personnel</li> </ul>	
<b>Key responsibilities</b>	
<p>The System administration &amp; support officer will be responsible for the smooth running of the Blackboard based PLG IT systems and ensuring learners, language tutors, learning guides obtain maximum benefits from them. This includes:</p> <ul style="list-style-type: none"> <li>• Supporting the development and roll-out of new learning platform</li> <li>• Supporting all IT requirements of the Praxis Enterprise CIC, including day-to-day maintenance, uploads, moves and changes, fault-finding and resolving problems</li> <li>• Maintain the integrity of the system and provide support for all IT equipment</li> </ul>	

- Maintain and provide support for PE website and PE equipment
- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks
- Provide customer support with IT issues including taking staff/clients through a series of actions, either face to face or over the internet/ telephone to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults and accessing support from host/ supplier agencies
- Providing support, including procedural documentation and relevant reports
- Following diagrams and written instructions to repair a fault or set up a system
- Setting up new users' accounts and profiles and dealing with password issues
- Responding within agreed time limits to off-site support needs
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritising and managing many open cases at one time
- Rapidly establishing a good working relationship with customers and other professionals, e.g. host and supplier agencies, etc.
- Testing and evaluating new applications and technologies
- Ensure Business Continuity Plan IT requirements are met
- Comply with all company processes and procedures whilst also adhering to all awarding body requirements including Health and Safety, Equality and Diversity, Safeguarding etc.
- Work together efficiently and assisting other members of the team when required
- Be committed to continuous improvement- personal and organisational, and to undergo internal/external training as required
- Increase the profile of the company by assisting in the marketing of all programmes
- Undertake any additional duties deemed necessary by the organisation

The above list is not exhaustive. The responsibilities and duties may vary from time to time without changing the character of the post. The post holder will be expected to adopt a flexible approach to ensure the efficient and effective delivery and operation of the Language Gym.

## Person Spec

- Relevant IT qualification and or IT-related qualification in the following subjects: business information technology, computer science, information technology, computer networking and hardware
- Qualification with most widely recognised technical certifications (Microsoft, Linux, Unix and Cisco) and professional membership will be an advantage.
- In-depth knowledge of developments in Learning management Systems and platforms and associated technologies, programs and applications
- Substantial experience with Learning Management Systems and platforms and related technologies, programs and applications; re. using and supporting virtual learning environment and virtual classroom, preferably with Blackboard
- Track record in handling and providing support and resolving learning system problems using various mediums
- Excellent communication and interpersonal skills in both formal and informal situations, with the ability to establish and maintain good working relationships and communicate complex and detailed technical information clearly and accurately in the most appropriate format to individuals and groups with varying levels of technical knowledge
- Excellent analytical, problem solving and organisational skills, and the ability to work with minimum supervision, e.g. demonstrable experience prioritising tasks, co-operative working, creative thinking, problem resolution and planning for testing, implementation and review
- In depth understanding and substantial experience of working with Microsoft Office products
- Strong customer service skills with a drive and determination to deliver results
- Ability to generate and present data
- The ability to work well either independently or part of a wider team;
- Candidates need to show evidence of the following:
  - qualification
  - experience with Learning Management Systems and platforms and supporting virtual learning environment and virtual classroom
  - the ability to think logically
  - a good memory of how software and operating systems work
  - excellent listening and questioning skills combined with the ability to interact confidently with clients to establish what the problem is and explain the solution

- the ability to work well in a team
- problem-solving skills
- a strong customer focus
- the ability to prioritise your workload
- patience, technical orientation and interest
- attention to detail