



IT Projects Coordinator

JOB DESCRIPTION

Job Title: IT Projects Coordinator

Location: Cambridge

Salary: £28,000 - £35,000 per annum dependant on experience

Job Type: Permanent (Full or Part Time)

Overview

The National Extension College (NEC) is an educational charity based on the outskirts of Cambridge, which is part of the Open School Trust. NEC has provided tutor supported home study courses directly to learners for over 50 years, and also publishes learning resources for colleges and training providers and delivers blended learning programmes for public and private sector organisations. Our mission is simple: NEC seeks to widen learning opportunities for learners who want flexible delivery of excellent and innovative courses and our staff are inspired and motivated by this mission.

Job Purpose

- To take responsibility of the day-to-day operational aspects of the organisation's IT functions (including Infrastructure and applications, such as CRM and Moodle LMS), ensuring a high quality service is delivered to end users; to develop, maintain and improve effective service support and delivery relationships, processes and practices to meet the needs of the organisation and customers.
- To provide 1st to 3rd line IT support and telephony support.
- Lead on or advise on all technical aspects of IT projects, setting priorities for teams and partners at a detailed level, ensuring best value from support and development budgets.
- Administration of all systems, equipment and user set-up and configuration.
- Ensure key objectives and measures set by NEC are met, whilst allowing the organisation to transform and innovate. Playing a part in the strategic planning and programme development.
- Build relationships at all levels and be seen as the go-to person in relation to IT matters, to ensure problem resolution.
- Enhance and replace systems to meet the needs of the business and capitalise on new technologies, whilst focusing on the end user perspective of staff, students and tutors to deliver an excellent service.

- Coordinate partners and suppliers to ensure service levels are met, and are on track to deliver and manage the expectations of the business.
- Responsible for data protection and IT Security within the organisation

Knowledge & Skills

- Demonstrable experience of developing and re-engineering IT processes [essential]
- Critically evaluate systems & processes to find efficient ways of operating [essential]
- Knowledge and experience of networking, routing, firewalls and switches [essential]
- Ability to progress multiple tasks through effective scheduling and time Management [essential]
- Familiarity with Google applications, Chromebooks and Macbooks
- Ability to quickly build rapport and trusted relationships (internal and external)
- Excellent problem solving, troubleshooting and trend analysis skills [essential]
- Systems security (including cyber), penetration testing, privacy and data protection

Qualifications

- Graduate in Technology-related subject and significant experience in IT development
- Professional certification ITIL/Service Management (desirable) or IT service provision experience and knowledge [essential]
- IT Infrastructure qualification or equivalent [essential]
- At least 3 years' experience of similar role, ideally including network development and infrastructure [essential]

Benefits:

- 23 days annual holiday (plus 4 days Xmas shutdown)
- Healthcare
- Group life scheme
- Employee discount on NEC courses
- Training and development opportunities

Application

To apply, please email helen.smith@nec.ac.uk with a CV and cover letter setting out:

- What appeals to you about the role?
- The fundamental skills and experience you would be able to bring to the role?
- Current salary?
- Notice period (if relevant)?
- This is predominantly an office based role to allow support to the organisation. If you live outside of Cambridgeshire, would travel be an issue (where applicable)?

Closing date for applications: 7 April 2022

Interviews: w/c 14 April 2022