

ICT Support Officer

Job Description

Full time

We are...

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to seven Special Interest Organisations (SIOs), who support UK university staff working in the areas of campus/commercial services, estates, finance, HR, internal audit, legal, procurement and strategic planning.

We are looking for...

A people-orientated, ICT Support Officer to join our small team. The successful candidate will become an essential part of the team, with the primary focus of supporting our virtual events and conferences, and providing technical support to our staff and members, in conjunction with our ICT Manager.

The post-holder reports to the PHES Managing Director and has no line management responsibilities. This role will be based at home and include some UK travel and occasional overnight stays to attend team meetings in Loughborough.

Our systems...

We deliver events using two platforms:

- Our smaller events and meetings use Microsoft Teams
- Our larger conferences are delivered using Hopin

We have a bespoke web content management system that is integrated into our membership/user database. Microsoft 365 is at the core of our day-to-day IT systems, using all the usual Office packages, as well as OneDrive and SharePoint. We use Microsoft Intune to manage our devices and Sophos as our endpoint security software. We have a Moodle e-learning platform that is also integrated into the membership database.

We do not run any servers – all our systems are either cloud based or hosted with outsourced companies.

You need to be...

The **technical lead** for our **major events and conferences**

Because you will need to...

- Use your experience of supporting virtual events and conferences, to deliver the best possible service to event attendees.
- Support our staff in setting up and running the event on the most appropriate platform.
- Help perform technical checks prior to major events.
- Work in conjunction with our external events agency.
- Assist with the production of post event recordings and presentations.
- Use your expertise to improve our virtual events, offering advice and guidance.

- Review new developments to Microsoft Teams and Hopin and recommend the best use of any new functionality.
- Train our staff on how to get the best out of our platforms.
- Use engagement data to help us understand how event attendees are using our platforms and suggest improvements.

Able to **support our staff and members** to get the best out of our systems

Because you will need to...

- Provide an excellent level of technical support to staff and members.
- Help our associations to add new sections, pages and functionality to their website.
- Have experience of administering CMS driven websites.
- Assist with system administration of Microsoft platforms and architectures, such as Microsoft 365, Entra and Intune.
- Be prepared to learn new technologies and support our associations in a variety of different ways.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Demonstrate your excellent project management skills as you will have several projects running at the same time.
- Sometimes work outside normal office hours when attending conferences/events.
- Work independently, organising and planning your own workload, yet knowing when to seek advice.
- Commit to observing the organisation's Equal Opportunities Policy.
- Undertake any other duties as directed by the Managing Director, and support colleagues across the PHES organisations as required.

You might also...

- Have knowledge of the following: Hopin, Zoom, Umbraco, Microsoft Intune, SQL, Moodle, Power BI.
- Have experience of Office 365 administration.
- Be educated to degree level or equivalent.

We will offer...

- A full-time post working from home.
- A competitive annual salary between **£25,138 - £31,396** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.