Can you talk to people and computers? Do you have a strong understanding of IT and the ability to present technical concepts in a straightforward and engaging way? We are looking for an IT Communications Officer to join the newly formed Service Delivery team within IT Services.

This is an exciting and transformational time for IT Services - as we move to an ITIL and service management based approach, we are introducing a number of service improvements including a new IT Service Management tool.

Working with the Service Improvement Manager, the successful candidate will handle communications between IT Services and staff, students and other users of IT in the University.

You must have excellent skills in written and interpersonal communication and be confident in translating between technical experts and a wide range of users. The role requires knowledge of HTML and web content maintenance and you should also have experience of producing printed materials using desktop publishing tools.

You will be interested and proficient in the use of social media and mobile technology for engaging with the user community and have a friendly and positive manner when dealing with people online, able to cut through jargon and communicate clearly and succinctly, often in 140 characters or less.

You will be working to tight deadlines at certain times of the academic year, especially during the busy period between July and October. You must be able to cope with often conflicting priorities as well as dealing with more routine tasks.

This is an exciting opportunity to contribute to an emerging function in the department, and to work at the University of Sussex, located on a beautiful campus with many staff benefits.

Closing date for applications: 25 April 2017

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.
The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. The School / Division

IT Services delivers a wide range of central and specialist Technology and Information Services to users across our Campus and beyond.

We have 7 main teams delivering these services through a developing service management delivery model.

The Technology and Architecture office ensure our technologies, policies and standards are secure, up to date and that plans to replace, upgrade and improve our technologies and systems are aligned and prioritised around the University’s strategic plans and objectives.

Technical Operations, which runs the campus network and servers connected to it, designs the software environments installed on our staff and student workstations, provides third line support for users, and support for IT staff across campus.

IT Service Delivery provides service centre, desktop and teaching systems support, research support and IT training needs of our users and, in some cases, provides second line support for the users of our workstations.

Projects and Programme Delivery provides management and delivery of projects and major change programmes, and provides assurance through a central IT Project Management Office (PMO).

IT Applications designs, deploys, and supports the University’s business and teaching information systems including Student Management, HR, Finance, VLE.

Business Planning and Support Services is a newly created team that will support IT Services to enable and improve the services we provide in more efficient and effective ways. Coordinating the business plan for IT Services, and working with and alongside other functional managers, it ensures ITS both design and deliver the best services possible for the University.

Business Relationship Management ensures our stakeholders’ and users’ requirements are heard and understood to enable IT Services to prioritise initiatives and services around University plans and objectives, as well as providing alignment, advice and guidance to how IT Services can best support academic, research and professional services.
4. **Job Description**

**UNIVERSITY OF SUSSEX**

*Job Description for the post of: IT Communications Officer*

**Department**  
Information and Technology Services

**Section / Unit / School**  
Service Delivery

**Location**  
Shawcross

**Grade**  
7

**Responsible to**  
IT Service Improvement Manager

**Responsible for**  
No reports

**Purpose of the post:**

The IT Communications Officer has responsibility for the timely creation and delivery of accurate ITS information to all staff and students with particular responsibility for online information, acting as an information architect to ensure easy navigation. The role holder will find resolutions to complex technical issues using a variety of programming and technical skills, presenting solutions to users in a clear and precise manner using a variety of communication methods.

**Key Responsibilities:**

1. To compose, edit and consolidate information from a number of sources to produce and promote comprehensible, readable documents and online resources that enable complex procedures to be presented in a clear and simple form improving the user experience.

2. To research, identify and develop technical solutions to facilitate delivery of ITS information to its intended audience.

3. To work with the Service Improvement Manager to ensure that the information on the IT Services web pages, other online resources and complex documents is well structured, easily accessible and available to staff and students in a timely and accurate manner.

4. General IT support and training for staff and students at all levels

**Specific Areas of Responsibility**

1. To compose, edit and consolidate information from a number of sources to produce and promote comprehensible, readable documents and online resources that enable complex procedures to be presented in a clear and simple form improving the user experience.
1.1 Writes and pro-actively updates and maintains content and complex online information on the ITS web pages and other channels.

1.2 Co-ordinates information from ITS staff and other University staff for the ITS web pages often under pressure and during times of system failure.

1.3 Writes, maintains and distributes printed documentation as required - including booklets, newsletters, leaflets, notices, posters.

1.4 Creates video clips to explain complex procedures in a readily accessible form for staff and students.

1.5 Meets with staff from other University departments to discuss complex information delivery requirements.

1.6 Creates and lays out artwork for promotional material.

2. To research, identify and develop technical solutions to facilitate delivery of ITS information to its intended audience.

2.1 Find innovative solutions to complex technical problems that often require the development of a new online form or procedure.

2.2 Tests complex scenarios to ensure that the user documentation is comprehensive and that the user experience for new and established IT systems is as simple as possible.

2.3 Uses high level technical programming skills to research and resolve complex technical issues.

2.4 Interact with systems developers within IT Services and with technical experts in external companies and other Universities.

3. To work with the Service Improvement Manager to ensure that the information on the IT Services web pages, other online resources and complex documents is well structured, easily accessible and available to staff and students in a timely and accurate manner.

3.1 Design IT Services web pages and review them regularly using web tools and procedures as well as feedback from users via online and other methods to enhance the user experience.

3.2 Structure complex information in documents and within online resources so that it is easily accessible to the different groups of IT Services clients.

3.3 Select the most suitable format for information presentation, drawing on up to date and innovative presentation methods and popular third-party web tools.

4. General IT support and training for staff and students at all levels.

4.2 Communicate specialist IT solutions by oral or written methods at a variety of levels to staff, students, visitors and technical experts from external suppliers of IT equipment and services.

4.3 Prepares material and delivers web related courses and training and awareness sessions.

4.4 Evaluates, maintains and supports general and specialist applications software for IT services.

4.5 Communicates with other University staff inside and outside IT Services, especially in relation to the provision of online information.
4.6 Work with the Service Improvement Delivery Manager to provide a unified IT information delivery service

4.7 Represent IT Services on external User groups

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.

Date  March 2017

5. Person Specification

Person Specification for the post of: IT Communications Officer

SKILLS / ABILITIES

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
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<tbody>
<tr>
<td>Excellent written communication skills, with the ability to summarise and translate technical jargon for non-technical readers.</td>
<td>X</td>
</tr>
<tr>
<td>Excellent level of written English.</td>
<td>X</td>
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<tr>
<td>Excellent skills in the creation and design of promotional material</td>
<td>X</td>
</tr>
<tr>
<td>Excellent interpersonal skills with the ability to communicate with a wide variety of people and obtain information from them.</td>
<td>X</td>
</tr>
<tr>
<td>Excellent organisational skills, with the ability to prioritise tasks and manage time effectively.</td>
<td>X</td>
</tr>
<tr>
<td>Meticulous in information accuracy, attention to detail and ensuring tasks are completed.</td>
<td>X</td>
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KNOWLEDGE

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<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Advanced level of technical web authoring skills, including knowledge of languages such as HTML, CSS and PHP</td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of and familiarity with the use of image manipulation and desk top publishing functionality of Adobe Creative Suite</td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of and familiarity with the range of software available for web authoring, image manipulation and desk top publishing</td>
<td>X</td>
</tr>
<tr>
<td>Knowledge of and familiarity with the current state of the art with regard to online information delivery (social networking etc.)</td>
<td>X</td>
</tr>
<tr>
<td>EXPERIENCE</td>
<td>Essential</td>
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<tr>
<td>Experience delivering information via the web.</td>
<td>X</td>
</tr>
<tr>
<td>Experience using external online services to deliver information</td>
<td></td>
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<table>
<thead>
<tr>
<th>QUALIFICATIONS</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree or relevant experience (for Grade 7)</td>
<td>X</td>
<td></td>
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<thead>
<tr>
<th>PERSONAL ATTRIBUTES AND CIRCUMSTANCES</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to adapt to changing requirements.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Ability to develop and maintain effective working relationships within and outside the team.</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

Date March 2017