PLUMPTON
COLLEGE

Digital Support Technician	
Reporting to:	IT Manager
Working Hours:	Full time (37.5 hours per week)
Salary:	£25,053 to £28,039
Position Code:	PC S3 points 16 - 20
Annual Leave:	26 electable days plus 8 statutory days

Job Purpose.

The Digital Support Technician bridges the gap between IT support and digital learning by providing practical, front-line help to staff and students in their use of technology. The role focuses on enabling confident, effective use of college IT systems, digital platforms, and devices in both academic and administrative contexts.

This is not a break/fix technical role, but a user-facing position that supports digital engagement and confidence across the college.

Duties and responsibilities of the job

1. Main Duties

a.	Provide friendly, in-person support for staff and students using college platforms such as Microsoft 365, VLE, ProSuite platforms, and other college systems
b.	Deliver informal help, digital surgeries, or 1:1 sessions, to guide users through common tasks (e.g., submitting assignments, accessing shared files, logging in to services).
c.	Assist students with Wi-Fi connectivity, device login, and college systems onboarding.
d.	Support classroom staff with the use of digital tools during lessons, including AV setup.
e.	Create and maintain simple how-to guides, cheat sheets, and short video tutorials for core systems.
f.	Gather feedback from staff and students on common tech barriers and feed this into the Learning Technology and IT teams.

g.	Assist in the delivery of digital skills training sessions to staff and students including onboarding new users through IT inductions
h.	Support the Digital Learning Officer with the facilitation of immersive education and technologies such as Virtual Reality, the 'Immersive Suite,' and gamification of learning
i.	Identify user knowledge gaps and training needs with support of the IT Coordinator and Digital Learning Officer
j.	Prepare, maintain and support the digital resource hub; by creating user guides, how-to-videos, and FAQs to support independent learning
k.	Work with the IT Coordinator to identify improvements to user experience and support processes
l.	Provide guidance and support with the college's transition to AI and automated workflows.
m.	Support the setup and delivery of IT systems required for college examinations and assessments

2. Quality Improvement

a.	Help deliver staff and student training and development based on trends identified
b.	Attend team meetings to monitor and standardise practice, share information and good practice, and plan and implement improvements.
c.	Contribute to the development of the College's IT & Digital Learning Strategy
d.	Maintain effective communications with other staff, including attending staff, student and appropriate departmental meetings as required.

3. Continuous Professional Development

a.	Keep abreast of new and forthcoming IT & Digital developments with the aim of improving the quality of IT & Digital services throughout college.
b.	Actively participate in the College performance management processes, including appraisals to support personal and professional development and enhance student experience.
c.	Complete all mandatory training as required in line with college expectations.
d.	Attend appropriate training courses and events as directed by the IT Manager.

4. Other responsibilities and duties

a.	Participate in staff and student recruitment campaigns, Open Days, and promotional/information events as required.
b.	Work with other stakeholders as required to develop and deliver high quality IT service.
c.	To have a flexible approach to working hours.

d.	Contribute to and support the delivery of the college strategic and IT & Digital operational plans.
e.	To have a flexible approach to working hours.
f.	Comply with the College's Equality & Diversity and Safeguarding policies.
g.	Evaluate, reflect on, and develop own practice, be responsible for own continuous professional development and maintaining accurate records of CPD.
h.	Adhere to the College Health and Safety Policy, ensuring that appropriate safety standards are maintained during practical activities.
i.	Undertake such other duties commensurate with the grade of the post as may reasonably be required by the College Management Team.

Qualifications / Skills / Knowledge / Qualities

At Plumpton College we are:

- Ambitious and Progressive
- Enterprising
- Professional
- Passionate about everything we do
- Supportive

Essential Criteria
1+ years' experience in an IT or digital support role or equivalent college/university IT course
Familiarity with Windows 11, Microsoft 365, and cloud-based applications
Familiarity with creating and editing content through platforms such as Canva and Adobe Creative Cloud
Strong desire to work collaboratively as part of a high performing team
Excellent communication and interpersonal skills
Experience of organising own workload and prioritising tasks accordingly
A self-motivated, positive, and pro-active attitude
Full UK Driving License
Desirable Criteria
Experience of working within an educational environment
Experience of developing e-learning materials
Experience of administrating Microsoft 365, Teams, and SharePoint
Experience of administrating Turnitin, ProPortal or other learning related applications
An interest in Esports/Gaming with the option to help support our student gaming/esports clubs.

CONDITIONS OF EMPLOYMENT

Working Hours
Basic working hours are from 08:30hrs to 17:00hrs Monday to Friday but some flexibility will be required to meet the needs of the business. This is an all-year-round post. There will be some evening and weekend working required to support department and whole college events where there will be a requirement to attend.

Annual Leave
The holiday year is from 1 September - 31 August each year. The annual leave entitlement for this role is 26 working days, 8 bank holidays, and efficiency days as stipulated by the Senior Management Team. Annual leave is bookable subject to business needs and should be planned and agreed with your manager. Annual leave sheets will be available from the start of the new holiday year (1 September).

Continuous Professional Development (CPD)
This post will be entitled to CPD for updating, personal and professional development. All CPD must be planned, agreed, and booked with your Line Manager.

Benefits
The candidate appointed to the post will automatically become a member of the LGPS Scheme and pay contributions as determined by annual salary levels. The pension scheme includes life assurance cover, and the College will also pay a contribution towards your pension. There is also free car parking and a competitively priced dining room service.

Equality and Diversity
Plumpton College is committed to the promotion of equal opportunities and is dedicated to pursuing non-discriminatory policies and practices and eliminating unfair discrimination on any basis. This means that no job applicant will receive less favourable treatment than another on grounds of gender, marital status, age, racial origin, disability, sexual orientation or political or religious beliefs.

Criminal Record Check via the Disclosure Procedure
The Rehabilitation of Offenders Act 1974 gives individuals the right not to disclose details of certain old offences when asked about their criminal record as they may be defined as 'spent'. There are exemptions to this if the individual is offered a post which involves contact with children or regular work at an establishment exclusively or mainly for children.

The post you have applied for falls into this category and, therefore, requires a criminal background check.

If a job offer is made, you will be asked to apply for a DBS Disclosure Certificate. The Disclosure Certificate will contain details of current and "spent" convictions, cautions, reprimands, or warnings held on the Police National Computer, excluding certain specified old and minor offences.

The DBS Disclosure will also indicate whether information is held on government faculty lists of those individuals who are barred from working with children or vulnerable adults (if applicable).

The post-holder cannot begin employment with the College until the DBS Disclosure Certificate is received and considered by the Principal.