



Job Description

Technical Support (Insight)

Part time

6 month contract

PURPOSES

To further develop our new Learning, development and resources platform (Insight) enabling the diocese to improve their offering and support to their target users.

The role would suit someone who understands WordPress based Learning Platform technologies, has a knowledge of Moodle or similar software and understands what such software can offer. By providing technical support for all users across the Diocese you will be able to ensure that the software is used to its full potential.

You would work with Creative Stream (Insight software providers) to understand the technology to ensure the Diocesan team can use the system to its full potential.

You should be able to understand a colleague's needs and be able to interpret how the technology can be used to achieve their objectives. You should be able to share your knowledge and inspire others to engage with the software.

REPORTING TO

IT Manager

KEY CONNECTIONS

Insight Project Manager.

Insight Content & Systems Officer

Communications Manager.

Creative Stream (Platform Supplier).

Insight Users (including Clergy, LLMs, Church Officers, Diocesan staff, Congregation members and others.)

Content Creators and Editors.

Data Analyst

KEY TASKS

- The Insight platform needs further technical design to enable us to use the platform to its full potential including:
 - Writing-and implementing business processes for the administration of the site
 - Administration of accounting functions such as the integrated Stripe payment system and working with the Diocese finance team.
 - Gathering platform data to facilitate preparation for reports for key stakeholders.
 - Development of Moodle to meet the needs of content providers.
 - Assist with developing a strategy for ongoing communications with users such as regular email, e.g use the Insight e mailer function.
- Resolving issues and liaising with the platform supplier (Creative Stream) for on-going maintenance and to test any new developments.

- Be the platform 'expert' providing technical support direct to colleagues and users across the Diocese:
 - dealing with daily operational questions and setting up initial procedures
 - reset passwords and 2-factor access.
 - problem solving issues experienced by Insight users.
 - Provide training for the Insight Content & Systems Officer to enable ongoing support for users.

- Attend Creative Stream consortium meetings as required and report back.

- Any other task or one-off project as requested by the IT Manager or Insight Manager.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Qualifications/ Knowledge	
<ul style="list-style-type: none"> • Good general level of education. • IT qualification 	
Experience	
<ul style="list-style-type: none"> • Experience of developing and supporting online platforms • High level of IT literacy and competence • Working knowledge of Wordpress, Moodle or similar platforms. • Competent systems administration skills 	<ul style="list-style-type: none"> •
Skills and Abilities / Aptitudes	
<ul style="list-style-type: none"> • Ability to work as a team • Ability to share knowledge with others • Able to inspire others and gain their confidence in using new technologies 	
Work-Related Personal Qualities	
<ul style="list-style-type: none"> • The ability to relate well to colleagues in an office where Christian faith is expressed openly and supportive of the mission and ministry of the Church of England and the Diocese of St Edmundsbury and Ipswich. • Good interpersonal skills. Professional, friendly and approachable, including when under pressure. • Culturally sensitive and able to deal with people from many different backgrounds and a commitment to providing excellent customer service. 	

GENERAL INFORMATION

About Us

The Diocese of St Edmundsbury & Ipswich has 445 parishes in 129 benefices and serves approximately 660,000 people living in a geographical area of more than 1,400 square miles.

The Diocesan Board of Finance (DBF) serves and supports our parishes and schools offering the people of Suffolk the opportunity to encounter God and grow in Christian faith. We strive to do this in providing service and support in line with our values of Respect, Transparency, Quality and Well-being.

Salary	The post is at Band D Point 2 of the DBF Salary Scales, currently £17,736 (FTE £29,561)
Term	Fixed Term 6 months
Pension provision	If eligible, Membership of the Church of England Pension Builder 2014 Scheme following completion of probation period.
Hours of work	Part Time 21 hours per week. TOIL (time off in lieu) is applicable for evening and weekend working to be agreed with line manager.
Holidays	25 days pro rata paid leave in addition to the usual public holidays plus Discretionary days at Easter and Christmas
Probation Period	One month during which time progress is regularly reviewed and the period may be extended.
Notice period	During probation 2 weeks and thereafter 1 month.
Place of work	The postholder will be based at the Diocesan Office, St Nicholas Centre, 4 Cutler Street, Ipswich IP1 1UQ and required to travel throughout the diocese on occasion and attend a wide range of meetings.
Other	Use of own personal transport and insurance for business use. Expenses for mileage will be met by the diocese.

NOTES: The current main duties and responsibilities of this post are outlined in the job description. The list is not meant to be exhaustive. The need for flexibility, shared accountability and team working is required. The post-holder is expected to carry out other related duties that are within the employees' skills and abilities, commensurate with the post's banding and whenever reasonably instructed.

Application packs available from: Diocese of St Edmundsbury & Ipswich Website [Vacancies - Diocese of St Edmundsbury and Ipswich \(cofesuffolk.org\)](https://www.cofesuffolk.org/vacancies)

Please note: Applications will only be accepted on our DBF application forms. Please do not apply online or send CVs

Applications marked 'Confidential Application' to be sent to: HR@cofesuffolk.org or by post to Diocesan Office, St Nicholas Centre, 4 Cutler Street, Ipswich IP1 1UQ.

Closing Date for Applications: Monday 29th January 2024

Interview Date: Wednesday 14th February 2024