

Role Information

Digital Support Officer

Role details

Role title: Digital Support Officer

Department: Digital

Contract type: Fixed Term Contract (23 Months)

Grade: 4

Salary range: £36,318 to £40,353

Responsible to: IT Service Delivery Manager

Responsible for: Not applicable

Role purpose

The **Digital Support Officer** is responsible for providing technical support for the organisation's digital products and IT services. With a strong focus on quality assurance, issue management and problem-solving, they help to ensure that the organisation has reliable and efficient digital products, IT infrastructure and business applications. They play a key role in creating automated workflows that align with business needs; provide functional testing for product developments and IT updates; and support digital skills learning and development across the organisation.

Role outline

Responsibilities of all GTC Scotland employees

- Commit to GTC Scotland's values and principles.
- Understand that our communities improve through the provision of strong and effective education, and you have a role in helping that happen.
- Take ownership and responsibility through your work.
- Be self-aware, understanding your own strengths and areas for development.
- Be a restless learner, seeking opportunities for your own growth.
- Deliver work effectively to ensure impact.
- Work collaboratively to share and develop expertise.
- Ask for help when you need it.
- Be flexible and adaptive to meet our needs and those of our registrants.
- Actively find and develop solutions to issues.

Role specific responsibilities

- Operate the Digital Support Helpdesk, including issue management, problem management, business application management, and IT hardware/software asset management.
- Support the delivery of digital products and IT services to agreed, stable and reliable levels - regularly monitoring and reviewing services and producing appropriate reports.
- Work closely with third-party suppliers to manage bugs/issues/problems in a timely and effective manner.
- Design, build, and maintain automation workflows to business requirements across GTC Scotland's digital platforms to streamline processes, reduce manual tasks, and increase operational efficiency.
- Support the use and ongoing monitoring of AI technologies across the organisation.
- Contribute to the maintenance of a Knowledge Base which contains accurate information about digital products and IT service processes and procedures and outlines appropriate details, dependencies, and interfaces.
- Support the digital skills development of GTC Scotland employees.
- Support the effective and efficient operation of GTC Scotland's digital processes, systems and applications and provide technical support to internal users.
- Support the effective manual functional testing of digital product developments, using relevant International Software Testing Qualification Board (ISTQB) test techniques.

- Follow the ITIL Process Framework for the effective operation of IT services.
- Be familiar with the organisation's suite of digital policies and promote adherence to policy, procedures, and good information security practice.
- Support the maintenance of Cyber Essentials certification and ensure that any security and service risks identified are reported through the appropriate channels.
- Support day-to-day activities and project work for digital products and IT services, including the administration of digital expenditure as required.
- There is a requirement for some travel to the office in Edinburgh to provide technical support and provision of hardware.
- Perform other duties that may be reasonably required within the scope of your role as assigned to you.

Person specification

Qualifications and training

Essential

- Higher National Diploma (SCQF level 7) or professional accredited course in Computing or IT, or equivalent attested vocational or work-based training
- ITIL (IT Infrastructure Library) training and certification
- Evidence of ongoing professional learning

Desirable

- Bachelors Degree in Computing Science or related discipline (SCQF level 9)
- ISTQB (International Software Testing Qualification Board) Foundation Level training and certification

Knowledge, skills and experience

Essential

- Experience in a digital and/or IT support role, including the use of helpdesk and issue management software
- Experience of testing digital products and/or IT services
- Experience of ITIL process governance and methodology
- Knowledge of AI technologies and good awareness of responsible use
- Knowledge of workflow automation tools

- Knowledge of information security compliance and best practice
- Experience in building and maintaining effective working partnerships with internal and external users/partners/suppliers
- Excellent digital literacy including competency with Microsoft 365 applications (including Outlook, Teams, Word, Excel, PowerPoint, SharePoint, Dynamics)

Desirable

- Understanding of industry terminology, concepts, and test techniques for use in the digital product testing process.
- Understanding of agile methodology

Personal qualities

Essential

- Good communication
- Solution-focused with excellent problem-solving skills
- Confident and skilled in training and supporting others in the use of digital products and platforms
- Self-directed, good organiser and planner
- Ability to maintain absolute confidentiality and discretion

Desirable

- Not applicable

Special conditions

Essential

- Not applicable

Desirable

- Not applicable



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