Digital Tools Support Specialist

Department: Directorate of Technology, Estates & Facilities - IT Services

Hours of work: Full time/37 hours a week (flexibility available)

Contract type: Open

Salary: £27,131 - £33,314 a year
Introduction

The Directorate of Technology, Estates and Facilities [DTEF] is responsible for ‘providing outstanding work, study, research facilities, and facilities to enhance the student experience, on campus and online’.

The University has embarked on an ambitious and bold Strategic Change Programme to deliver long-lasting change that will position us to achieve our 10-year vision to be a University for public good. To deliver this programme we are growing the IT Services team and creating a team of application specialists to help develop our digital services. This is an exciting opportunity to shape the way we use our digital platforms, ensure our services meet the business needs and that our community enjoys a “best in class” user experience.

The Digital Tools team is responsible for the administration, maintenance and technical support of Salesforce ServiceCloud, Slack, DocuSign and Formstack.

Main purpose of the role

The main purpose of the Digital tools support Specialist role is to provide first line support for our Digital tools through configuration, support and continuous improvement. We have invested in core digital tools which you and the team will be responsible for including Salesforce ServiceCloud (and other functions as we increase our use of the platform), Slack, Docusign and Formstack.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities

- Be the first point of contact and triage for all enquiries assigned to Digital Tools Team
- Advise customers on the right technology choices to enable them to perform their role to the best of their ability
- Solve customer issues by developing expertise in relevant product areas and by troubleshooting customer issues
- Assist in the selection, testing and implementation of new and existing tools
- Identify potential continual service improvements that will bring benefits to staff and students
- Participate in departmental project-based activities and identify and recommend improvements to services
- Support the Salesforce Administrators in the day to day administration of Salesforce ServiceCloud
- Support the Slack implementation, including admin tasks related to Slack Grid, channels, groups and applications
- Support other digital tools as we expand our usage across the University
- Maintain an excellent working knowledge of existing and forthcoming functionality of all our digital tools
- Document support procedures and share knowledge with other members of IT/departmental staff
2. **University of York Responsibilities for Grade 5**

**Service and Operational Delivery**
- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**
- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

**Specialist Contribution**
- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

**Governance and Oversight**
- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.
Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.
## Person specification

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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Relevant certification eg Salesforce, Slack admin certification</td>
<td>Desirable</td>
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<td>Understanding of the operational requirements and challenges of supporting enterprise software</td>
<td>Essential</td>
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<td>Knowledge of Data security best practice</td>
<td>Essential</td>
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<td>Ability to troubleshoot technical problems involving multiple systems and services</td>
<td>Essential</td>
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<td>Experience of resolving technical problems for others</td>
<td>Essential</td>
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<td>Experience of managing queries through an enquiry management system</td>
<td>Essential</td>
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<td>Experience of writing guidance on the use of software applications</td>
<td>Essential</td>
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<tr>
<td>Experience of day-to-day management of Salesforce (or similar system) for example:</td>
<td>Desirable</td>
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<tr>
<td>• Managing users + roles and profiles.</td>
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<tr>
<td>• Data Security</td>
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<td>• Creating reports and dashboards.</td>
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<td>• Configuration of standard and custom objects.</td>
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<td>• Configuration of automation in Salesforce (workflow, process builder or Flow).</td>
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### University of York Person Specification for Grade 5

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Manage small-scale projects | Essential |
- Gather, analyse, interpret and report data/information | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools | Essential |
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<th>Behaviours:</th>
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<td>Works collaboratively with others</td>
<td>Essential</td>
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<td>Delivers a quality service</td>
<td>Essential</td>
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<td>Develops self and others</td>
<td>Essential</td>
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<td>Actively champions respect, inclusivity, equality and diversity</td>
<td>Essential</td>
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<td>Identifies and implements continuous improvement</td>
<td>Essential</td>
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