Job Description and Person Specification

Job Title Digital Learning Support Technician

Job Details	
Grade	5
Service	Skills Employment and Adult Education
Location	Citywide
Job Evaluation Code	A6271

Coventry City Council Values
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: **Open and fair**: We are open, fair and transparent. **Nurture and develop**: We encourage a culture where everyone is supported to do and be the best they can be. **Engage and empower**: We engage with our residents and empower our employees to enable them to do the right thing. **Create and innovate**: We embrace new ways of working to continuously improve the services we offer. **Own and be accountable**: We work together to make the right decisions and deliver the best services for our residents. **Value and respect**: We put diversity and inclusion at the heart of all we do.

Job Purpose
To support and enhance digital learning and teaching by managing and maintaining virtual learning environments (VLEs), automating routine digital tasks, supporting adaptive technologies, and providing technical guidance and support to staff and learners across adult and community learning settings. This role will also involve coordinating repairs and updates of digital learning technologies, managing SharePoint and similar systems, keeping accurate inventories of equipment and overseeing content and functionality of social media platforms to support learner engagement.

Key Responsibilities and Accountabilities

1. Virtual Learning Environments and Digital Tools
- Administering and support the organisation's Virtual Learning Environment and other digital tools (e.g., Moodle, Google Classroom, Microsoft Teams).
- Creating and maintaining templates, plugins, and user accounts for VLEs.
- Supporting automation of processes such as enrolments, notifications, and data exports.
- Providing first-line technical support for VLE-related issues.
- Providing first line support for online exam related issues

2. Technical Support and Maintenance
- Coordinating maintenance, upgrades, and repairs for digital learning technologies, including interactive whiteboards, laptops, tablets, and projectors.
- Maintaining digital inventories and ensure effective equipment lifecycle management.
- Liaising with the City Council's Digital services team, suppliers and service contractors to resolve issues efficiently.

3. Adaptive and Assistive Technology
- Advising on and supporting the implementation of adaptive technologies to meet diverse learner needs.
- Sourcing and purchasing adaptive technologies when required
- Delivering briefings or guidance for staff and learners on inclusive technology practices.

4. SharePoint and Information Systems Management
- Managing SharePoint sites, folders, permissions, and file structures taking account of GDPR.
- Providing training and support to staff on effective use of SharePoint and other MIS tools.
- Supporting data collection, reporting, and document workflows.

5. Digital Communications and Social Media
- Overseeing and updating content on social media platforms to enhance learner communication and engagement.
- Supporting marketing and promotional campaigns through digital channels.
- Monitoring analytics and engagement levels to inform improvements.

6. General
- Travelling between sites as required to provide on-site support and training.
- Staying informed about emerging learning technologies and best practices.
- Contributing to digital skills training sessions and CPD for staff.

Key Relationships

External:	Adult education learners Suppliers Contractors Community venue staff	Internal:	Adult Education staff - managers, tutors and learner services admin City Council Digital Services

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Has knowledge of Virtual learning environments
Knowledge	Has knowledge of assistive and adaptive technology
Skills And Ability	Has strong ICT skills including Office 365, SharePoint, VLEs.
Skills And Ability	Has the ability to diagnose and resolve a range of technical issues.
Skills And Ability	Has excellent interpersonal and communication skills.

Skills and Ability	Has the ability to train and support users with varying levels of digital literacy.
Skills and Ability	Is organised, proactive, and able to manage multiple tasks across dispersed sites.
Experience	Has experience of supporting virtual learning environments in an educational context.
Experience	Has proven track record in troubleshooting and maintaining digital learning technologies.
Experience	Has experience with managing SharePoint or other document and information management systems.
Experience	Has experience managing or creating content for social media in a professional capacity.
Qualification	Has a Level 3 or above qualification in Educational Technology, IT in Education, or Computer Science or a related field (or equivalent experience). Has English & Maths at Level 2 (e.g. GCSE or equivalent)
Special Requirements	• Willingness and ability to travel to multiple sites across the city. • Willingness to work into the early evening sometimes and the occasional weekend • Commitment to equality, diversity, and inclusive learning practices.

Disclosure and Barring Service (DBS)
Does the role require a DBS check?   [Find out which DBS check is right for your employee - GOV.UK](#)
And if so, which type?

| Basic Check ☐ | Standard Check ☐ | Enhanced Check ☐ | Enhanced + barred list check ☒ |

Declaration			
Reviewed/Created By:	Neil Murphy		
Job Title:	Business and Quality manager	Date:	6.3.26

Types of DBS checks

Basic check - £21.50

The basic check can be used for any position or purpose. A basic certificate will contain details of convictions and cautions from the Police National Computer (PNC) that are considered to be unspent under the terms of the Rehabilitation of Offenders Act (ROA) 1974.

Standard check - £21.50

The standard check is available for duties, positions and licences included in the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975, for example, court officers, employment within a prison, and Security Industry Authority (SIA) licences.

A standard level certificate contains details of all spent and unspent convictions and adult cautions from the Police National Computer (PNC) which have not been filtered in line with legislation.

Enhanced check - £49.50

The enhanced check is available for specific duties, positions and licences included in both the Rehabilitation of Offenders Act 1974 (Exceptions Order 1975) and the Police Act 1997 (Criminal Records) regulations, for example, regularly caring for, training, supervising or being solely in charge of children, specified activities with adults in receipt of health care or social care services and applicants for gaming and lottery licences.

An enhanced level certificate contains the same PNC information as the standard level certificate but also includes a check of information held by police forces.

Enhanced with a barred list check - £49.50

The enhanced check with barred list check(s) is only available for those individuals who are carrying out regulated activity and a small number of positions listed in Police Act 1997 (Criminal Records) regulations, for example, prospective adoptive parents and taxi and Private Hire Vehicle (PHV) licences.

An enhanced level certificate with barred list check(s) contains the same PNC information and check of information held by police forces as an enhanced level check but in addition will check against the children's and/or adult's barred lists.

If your application includes a request to check the barred list(s) the DBS has a statutory duty to consider any information that suggests you may pose a risk of harm. We will write to you if you are affected.