

FIRST CHOICE HOUSING ASSOCIATION LTD

JOB DESCRIPTION – I.T. & Digital Media Administrator

RESPONSIBLE TO: Director of Finance & I.C.T.

GENERAL AIMS: To provide core information technology (I.T.), public relations (P.R.) and digital media support.

Provide training to staff on the association's software systems.

To be creative in the design and production of the association's digital media.

1.0 I.T. SUPPORT

- 1.1 Support users in the use of all software and multimedia systems and their functions providing training as required.
- 1.2 Provide systems training to individuals and small groups as required.
- 1.3 To assist the ICT Officer to resolve all software IT issues; and in the event a problem cannot be solved internally, to liaise with external support.
- 1.4 To assist the ICT Officer to move and set up equipment for other users as necessary.
- 1.5 To assist the ICT Officer to ensure any system down-time is minimised and dealt with immediately.
- 1.6 Support users in the use of the phone system, mobile phones and other communication systems as required.
- 1.7 Maximise the use of the MS Office and Google Application platforms for continuous improvement for all users.
- 1.8 In the absence of the ICT Officer, change back-up drives and restore files from back-up as required.

2.0 MEDIA AND PR SUPPORT

- 2.1 To be the creative lead on the design and production of the association's digital media.
- 2.2 Prepare the production of publicity brochures, newsletters, promotional videos, photographs and multimedia.
- 2.3 To manage and update information on social media sites such as Twitter and Facebook.
- 2.4 To be the creative lead on the design of the association's website and intranets. To assist the ICT Officer in their ongoing maintenance.

2.5 To prepare presentations as required for relevant meetings/ launches and promotions working with the appropriate manager.

3.0 CONDUCT AND OTHER RESPONSIBILITIES

3.1 Uphold the association's Code of Conduct and other policies and procedures setting high personal standards

3.2 Attend and support key stakeholder events

3.3 To undertake other duties as may be reasonably expected commensurate with the post.

Post Holder -----

For and on behalf of the Employer -----

Date -----