TECHNICAL SUPPORT ROLE DESCRIPTION

Main purpose of the post

To support facilitators in online programme delivery, by providing technical support, co-ordinating bespoke online materials and otherwise co-ordination and administrative support as required.

Kay tasks

- To provide co-hosting support for facilitators, including technical support for facilitators and learners
- Troubleshooting access issues for online programmes with learners, both on and off-line
- Co-ordinating a pool of bespoke Powerpoint slides, for use by facilitators during online facilitation

Person Specification:

1. High level of technical capabilities with Zoom or other online communication platforms
2. An understanding of what makes for a successful online learning environment
3. Organised, thorough and reliable
4. Customer focused, reliable, friendly and articulate
5. Good emotional intelligence, particularly in client facing roles
6. Understanding of and commitment to the values of the social enterprise sector