

E9062 - Educational Technologist

Please note the Level 3 job description is a Local Authority generic job description, below is Moat Community College additional information

E9062 – Educational Technologist – Additional Information

Job Summary

To provide support to the college in identifying and implementing the use of technologies which enhance learner outcomes and experience, and that improve administrative functions. The post is specifically to focus on the implementation and support of Apple OS X and IOS devices, their supporting infrastructure and complementary products and services.

At Moat, you will build and maintain staff and student confidence in Apple products and services as the skilled expert, troubleshooting issues and developing ability. You will use problem solving and people skills to assure ICT Support clients of swift resolutions to their technical queries. You will also educate your team members about Apple technologies, while independently keeping your own technical know-how up to date. With your customer service skills and empathetic nature, you will provide valued advice and support.

Key Qualifications

- Strong people skills and a knack for problem solving.
- Ability to maintain composure and client focus while troubleshooting and solving technical issues.
- At least 2 years experience with relevant Apple technology and services. Preferably Apple Certified Associate level qualifications.

Description

As an ICT Support team member, you provide insightful advice and friendly, hands-on technical support to Moat staff and students in need. You quickly diagnose issues on the spot, explaining situations with patience and empathy. After determining whether repairs can be done or a replacement is needed, you offer solutions to quickly get users up and running again. Even if you're juggling more than one client, you stay conscious of their time demands as well as your own. You fulfil Moat's service commitment with style, speed and skill. You earn the trust of clients and co-workers alike as you offer guidance, knowledge, tips and training.

Additional Requirements

- You have an aptitude for acquiring skills in technical procedures and an eagerness to learn.
- You have excellent time management skills and can make decisions quickly.

