University of Edinburgh
Job Description

1. Job Details
   Job title: Portal and Web Coordinator 029G
   School/Support Department: Management Information Services
   Unit: Portal and Web Services, part of Customer Services Group
   Line manager: Portal and Web Services Manager

2. Job Purpose
   Delivery of I.T. projects and integrated services to the University community. This includes e-Portals, e-Portfolios and web-site developments that underpin the University’s administration, teaching and learning initiatives, and ultimately its strategic objectives.

3. Main Responsibilities
   Approx. %
   of time
   1. Develop, lead and deliver coordinated portal, web and e-Learning solutions for corporate & University wide customers to agreed scope, specifications and requirements with clear, usable and accessible functionality that adheres to legislative requirements. 70%
   2. Portal & Web technical support - responsible for diagnosis of system issues for all staff, student, alumni and visitor communities to help ensure effective delivery of online services. 20%
   3. I.T. training & consultation - responsibility for organising and leading web training sessions, web clinics and on-site visits for both web publishers and users, to help ensure best practice in the delivery of online information. 5%
   4. I.T. system testing & test coordination - involved in writing and using test plans and associated instructions for corporate and portal user communities in order to contribute to quality assurance for services being delivered. 5%

4. Planning and Organising
   - As Project Manager, planning the whole project life cycle, including deliverable cost / benefit, resources and milestones for both corporate websites and University portal developments.
   - Organising second level service support activities as the primary contact for the teams incoming web publishing and portal service issues.
   - Schedule resources (venue, facilities and attendees) to deliver training sessions, business requirement and project review meetings. One or more of these normally occurring monthly. Additionally leading periodic web publishing clinics that disseminate web knowledge amongst the corporate web publishing community.

5. Problem Solving
   - As Project Manager; assess ongoing risk, resource and time constraints in accordance with project methodology guidance and estimates in order to reduce resource conflict / pressure.
   - Accessibility and usability analysis to design and apply best practice solutions in accordance with standards defined by The University and World Wide Web Consortium.
• Customer support analysis involved in technical problem diagnosis and communication at all levels relating to access of online systems information and online interfacing.

6. Decision Making
• Responsible for agreeing scope, estimate and project cost in collaboration with customers, business partners and / or budget holders.
• Prioritisation and allocation of tasks to technical support teams both independently and with guidance from the portals and web team manager.
• Coordination and communication of I.T. systems feasibility with formal recommendations to managers and business partners.

7. Key Contacts/Relationships
• University web publishers / editors to ensure delivery of web developments, practices and standards communication to their area of work.
• Service progress and status announcements to University staff, student, alumni and visitors.
• Involved in technical community forums such as; Java Architecture Special Interest Group (JA-SIG) to develop networking relationships for the University.

8. Knowledge, Skills and Experience Needed for the Job
• A relevant degree qualification in addition to 2 – 3 years practical experience applying web programming languages and manipulating visual/graphic design tools.
• 2 - 3 years proven experience in project management demonstrating effective estimation, planning, business systems analysis and design.
• A good level of expertise in web based applications, system platforms and related technologies.
• A good, sound knowledge and understanding of the Special Educational Needs and Disabilities Act (SENDA); Data Protection and Freedom of Information Acts.
• Excellent analytical and communication skills with the ability to apply critical thinking and communicate complex information efficiently at all levels.

9. Dimensions
• Customer service to a community of over 30,000 including all university staff, students, alumni and visitors - second line I.T. support, online guidance documentation, person to person advice and consultations.
• Projects – on average 4 per year effectively generating an added income of around £20,000. Involves coordination between 2 to 4 people through various project phases and liaising with up to 8 customer / business partner resource during training and information gathering phases.

10. Job Context and any other relevant information
N/A