



Digital Support Assistant - Role Profile

Purpose and Values

We are proud to be the home of our student community and the student voice at Sussex. Students form the majority of our members, trustees, staff, volunteers and participants, and we are student-led, with students actively involved in shaping what we do and how.

We are an ethically-led organisation, supporting staff to provide the best experience, services and representation we can for our students. We are principled, bold, active on political and social issues both at Sussex and beyond, and have liberation at our core.

Purpose of Post

The Digital Support Assistant will serve as the initial point of contact for colleagues and student groups experiencing website and IT issues within the Students' Union. This role involves providing frontline support for our website, troubleshooting common IT problems, and escalating complex issues to the appropriate system suppliers. The Digital Support Assistant will play a crucial role in ensuring a smooth IT experience for the Students' Union community.

Role Overview

Post	Digital Support Assistant
Salary and Scale:	£15.24 per hour (made up of £13.60 + £1.64 holiday pay)
Hours:	10 hours per week during term time.
Term:	Fixed Term: 15th September 2025 - 30 May 2026

Key Responsibilities

Responsible to:	Communications and Digital Support Manager
Responsible for:	n/a
Budgetary Responsibility:	n/a
Area Responsibilities:	IT Helpdesk, technical support, staff training

1. Be the first point of contact for Students' Union staff, using the Digital Support Team's ticketing system in an efficient and communicative manner, with a focus on maintaining finance systems (e.g. payroll, servers)
2. Assisting with IT migration tasks.
3. Coordinate the Union's IT assets, including purchasing and security, for setting up for new starters and general office equipment and software needed across the organisation.
4. Train Students' Union staff, volunteers and officers in the effective use of the website and management system.
5. Assisting with redevelopment of USSU website.
6. Update existing website pages through the SUMS content management system.

Key Relationships

Responsible for maintaining good relationships with:

Sussex students, elected officers, SU Colleagues, SU leadership team

Responsible for developing and maintaining good relationships with:

Line Managers, direct reports (where applicable) and all colleagues across the Students' Union

Responsible for identifying, developing and maintaining good relationships with:

All students; all external service providers, University colleagues in the ITS department

Standard Expectations

1. Work as a community for the benefit of the Students' Union as a whole and the people in it
2. Maintain effective communication with your line manager, direct reports, and team
3. Undertake responsibility for key areas outlined, in a collaborative and supportive fashion
4. Maintain and develop positive relationships with all people encountered through work
5. Fulfil a 'first responder' pastoral care and signposting role for occasional students in distress
6. Work within all Union policies and procedures at all times
7. Take responsibility for all learning and development necessary to fulfil the post
8. Perform any other reasonable duties in consultation with your line manager

Person Specification
IT & Digital Support Assistant

It would be helpful if you had:	Assessed by:	
	Application	Interview
Knowledge & Experience		
Experience of providing IT support, formally or informally (Essential)	X	
Experience of providing customer service, formally or informally (Essential)		X
Experience of identifying and troubleshooting technical problems quickly (Essential)	X	X
Good understanding of networking principles (Essential)	X	
Thorough knowledge of Google and Microsoft 365 Workspace) (Essential)	X	
Good knowledge of ChromeOS operating system environment (Essential)	X	X
Good knowledge of Windows/macOS operating systems (including Windows Server environment) (Essential)	X	
Experience working in a small team to support IT in a small to medium size business (Desirable)	X	
Experience in managing and maintaining a support helpdesk (Desirable)		X
Experience of supporting Sage platforms (Sage 50 Payroll) (Desirable)	X	
Experience in delivering training (Desirable)		X
A good understanding of HTML, CSS and Javascript(Essential)	X	X
Knowledge of web frameworks and libraries (e.g. Bootstrap) and web accessibility (e.g. WCAG 2.2) (Desirable)		X
Abilities		
Initiative: Ability to be a proactive self-starter, effectively getting on with work		X
Comms: Ability to communicate effectively with the team, line manager and stakeholders		X

Effectiveness: Ability to manage workload, delivering high quality work on time	X	
Great Service: Ability to deliver an excellent service to internal and/or external customers	X	
Cultural Sensitivity: Ability to accept other cultures and adapt communication and behaviours to respect diverse cultural norms	X	
Personal Attributes		
Positive: Show a positive and adaptable attitude towards the Union and work		X
Supportive: Show mutual support for the manager and team to benefit students		X
High Standards: Show high expectations of themselves and their work		X
Values led: Champion students and Union values, always trying to do the right thing		X