

Job Description

Job Title: Intranet Support Assistant

Department: Information Services

Reporting to: Lead Intranet Developer / Director of MIS & Digital Transformation

Location: Moulsham Street, Chelmsford

Contract Type: 12-month Fixed Term Contract

About the Role

The Intranet Support Assistant provides day-to-day operational support for the College's intranet platform, ensuring that content, functionality, and user access remain accurate, accessible, and dependable.

The intranet is the College's primary internal communication and information platform, supporting staff access to policies, procedures, operational documentation, management information, curriculum resources, and cross-College communications, alongside Microsoft Teams.

The postholder will work closely with the Lead Intranet Developer, In-house System Development Team, and business users to support content updates, user queries, system improvements, and continuous service enhancement, contributing to the effective delivery of the College's Digital Strategy.

Key Responsibilities

Intranet Support and Maintenance

- Provide first-line support for intranet-related issues, queries, and requests.
- Monitor intranet availability, performance, and content accuracy.
- Log, triage, and resolve support tickets, escalating complex issues where required.
- Assist with routine maintenance tasks and system checks.

Content Management and Publishing

- Support departments with publishing and maintaining intranet content.
- Ensure policies, procedures, and documents are current and correctly versioned.

- Apply content standards for layout, accessibility, and usability.
- Archive or remove outdated information in line with governance processes.

User Access and Permissions

- Manage user access and role-based permissions in line with college policies.
- Support account setup and authentication linked to Microsoft 365 / Azure AD.
- Ensure appropriate access controls are maintained for sensitive information.

Systems Support and Integration

- Assist with basic data integrations between the intranet and internal systems such as MIS, HR, and Finance (where applicable).
- Perform routine data checks to support accuracy and integrity.
- Support reporting and information requests related to intranet usage.

Accessibility, Compliance and Quality

- Support compliance with UK GDPR, Data Protection Act, and College information security policies.
- Check content for accessibility compliance in line with UK public sector accessibility requirements (WCAG).
- Support audit and inspection evidence gathering related to intranet content and usage.

Stakeholder Engagement

- Act as a point of contact for staff using the intranet.
- Work collaboratively with curriculum teams, student services, HR, finance, and MIS.
- Translate simple business requests into support actions or content updates.

Continuous Improvement

- Identify common issues or improvement opportunities and raise them with the Lead Intranet Developer & In-house System Development Team.
- Support testing of new intranet features or enhancements.
- Contribute to documentation, user guidance, and FAQs.

- Support business continuity and disaster recovery processes relating to the intranet.

Person Specification

Essential Qualifications

- Level 3 qualification (or higher) in IT, Digital, or a related subject, **or** equivalent relevant experience.
- Evidence of continued professional development.

Essential Experience

- Experience providing IT application or systems support.
- Experience managing or updating web-based content or platforms.
- Experience working with structured service desk or ticketing processes.
- Experience supporting users with varying levels of technical ability.

Desirable Experience

- Experience working within a UK Further Education or public sector organisation.
- Familiarity with Microsoft 365, SharePoint, or intranet systems.
- Basic awareness of databases or system integrations.
- Experience applying accessibility or data protection principles.

Skills and Competencies

- Strong customer service and communication skills.
- Ability to follow processes accurately and consistently.
- Good attention to detail, particularly regarding content accuracy and compliance.
- Organised approach with the ability to manage multiple requests.
- Willingness to learn and develop technical skills.
- Collaborative and service-focused mindset.
- Commitment to equality, diversity, and inclusion.

Safeguarding

The College is committed to safeguarding and promoting the welfare of children and vulnerable adults. The successful candidate will be required to undertake an enhanced DBS check and work in line with safeguarding, Prevent, and equality policies.