

Role Description

ICT Project Coordinator, 12mth Maternity leave

Reports to:

ICT Project Manager

Status:

Fixed term, full-time, 12 months

Role Purpose:

The ICT Project Coordinator plays a hybrid role in delivering ICT change, PMO coordination and hands-on application support. The role coordinates project activity, documentation, communication, testing, training and service transition, while also maintaining an active operational support function for educational technologies used by staff, students and parents. This role is designed to strengthen continuity of application support, reduce single-person dependency within senior application support, and ensure delivered solutions are reliable, well adopted and aligned with the School's needs.

Responsibilities:

1. Project Coordination and Delivery Support

- Coordinate tracking of project deliverables, milestones, dependencies and outcomes
- Maintain project schedules, registers, status updates and supporting documentation
- Support Project Managers and the Director of Projects in the delivery of ICT initiatives
- Identify, document and escalate risks, issues and delivery blockers
- Coordinate project resources, activities and meeting actions
- Manage smaller ICT projects or defined work packages as required.

2. Stakeholder Communication and Reporting

- Prepare project reporting, meeting notes, action registers and progress updates
- Communicate project updates, service impacts, risks, changes and adoption requirements
- Draft staff-facing and operational communications in clear, plain language
- Engage with teaching staff, administrative staff, vendors and ICT team members
- Promote a responsive, customer-focused service culture across project and support activity.

3. Business Analysis and Requirements Support

- Gather, document and validate business requirements for ICT projects and application changes
- Analyse workflows, user pain points and operational impacts
- Support solution definition, process mapping and options analysis
- Validate that delivered solutions meet agreed requirements and operational needs
- Assist with root cause analysis where system issues, process gaps or recurring incidents are identified.

4. Training, Change and Adoption Support

- Develop user guides, process notes, quick reference material and training resources
- Deliver or support training for staff on new systems, changed workflows and educational technologies
- Support change activities, readiness checks and stakeholder engagement
- Drive adoption of systems by translating technical change into practical user guidance
- Document frequently asked questions, known issues and support pathways.

5. Implementation and Technical Coordination

- Coordinate system deployments, upgrades, configuration activities and implementation tasks
- Support integrations and data-flow coordination between internal systems and vendor platforms
- Coordinate functional testing, user acceptance testing and non-functional testing documentation
- Liaise with technical teams, application owners and vendors to monitor implementation progress
- Assist with installation, upgrade and release activity for school software and educational technologies.

6. Operational Readiness and Service Transition

- Support transition of completed projects into business-as-usual operations
- Validate service readiness including documentation, support processes, training and handover material
- Coordinate knowledge transfer between project, service desk, application support and vendor teams
- Support post-implementation review, issue triage and early-life support
- Maintain support documentation so resolved issues and system processes are informative to others.

7. Application Support and Service Desk Escalation Support

- Respond to staff, student and parent queries received via phone, email, service desk and other approved channels
- Triage reports of problems received through the ticketing system, assess significance and escalate where required
- Provide first-line and intermediate support for software and application issues, seeking specialist assistance when needed
- Provide support to senior application, software and web services staff to reduce single-person dependency
- Participate in root cause analysis and document outcomes, workarounds and permanent fixes
- Perform other operational support duties as required by the ICT leadership team.

8. Educational Technology and User Support

- Support students, staff and parents who use educational technologies and school communication systems
- Assist with account provisioning and access-related support for staff, students and parents
- Provide basic training and user support for educational technologies
- Maintain strong working relationships with internal stakeholders and external providers
- Advise on issues of technical significance that may affect large numbers of users
- Support recommendations for educational technology service improvements.

Qualifications and Skills:

Essential

- Demonstrated experience in ICT coordination, project support, application support or a similar hybrid role
- Strong understanding of IT systems, support environments and service delivery processes
- Proven ability to troubleshoot and resolve software, educational technology and user access issues
- Experience supporting ICT projects including coordination, tracking, reporting, testing and documentation
- Experience transitioning completed projects to business-as-usual support, including handover and training
- Strong organisational and time-management skills with the ability to prioritise and switch between tasks quickly
- Excellent communication skills, including face-to-face, phone, email and staff-facing documentation
- Ability to work independently and collaboratively with ICT colleagues, teaching staff, vendors and other stakeholders
- Ability to maintain thorough documentation for systems, procedures, support processes and root-cause analyses
- An understanding of the educational context and the service expectations of a school environment

Desirable

- Experience with learning management systems, school administration platforms or communications software
- Exposure to ITIL practices, service management, incident management or project delivery frameworks
- Experience with system integrations, APIs, data flows or vendor-managed platforms
- Basic understanding of SQL database concepts and ability to write simple SQL queries
- Basic understanding of HTML, JavaScript, CSS, C#, ASP.Net MVC, Bootstrap or Web API concepts

- Confident experience working with Microsoft management tools, networking concepts or end-user computing environments
- Relevant certifications such as ITIL, CompTIA, Microsoft certifications or project delivery credentials
- Knowledge of cybersecurity, data protection and safe handling of school information.

Other Skills and Attributes:

- Exemplary customer service skills, including when working with frustrated staff, students or parents
- A calm, level-headed approach under pressure and a positive attitude in a varied environment
- Strong levels of initiative, proactivity and discretion
- Ability to think through problems, identify service improvements and look ahead to system impacts
- Ability to learn quickly and apply new knowledge conscientiously
- Personal appearance and demeanour that represent the School in a positive way
- Ability to work as part of a team and individually as required
- Understanding of work health and safety and implementation of good practices in the role
- Fully embrace and support the Christian ethos and practice of Meriden
- Loyalty to the School and the Principal.