



Job description

Digital Workspace Technician

October 2020

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 22 universities in Europe, North America and Asia. We have enrolled over 67,000 students from 166 countries and now have about 1700 employees, based round the world.

Our website <http://www.intoglobal.com/> has details of how we are organised and our outstanding achievements so far.

Role context

The IT Operations Team are responsible for the specification, implementation, support, management, and development of the UK student and staff focused IT systems and local infrastructure. Which provide an integrated technology, admissions, administration, finance, and accommodation management system for the UK centres' operations.

Reporting line

The role reports to the VP IT Operations.

Job purpose

This is a customer focused role, as part of the Modern Digital Workspace project, the role will be working closely with individuals and department Champions to migrate data from Box to SharePoint and OneDrive, and standing up Teams SharePoint sites as requested by champions.

Working with the project team to ensure a successful migration of all data.

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Key accountabilities and duties

- Assisting individuals with the migration of data from Box to OneDrive/SharePoint.
- Assisting individuals with the identification of files for Archive.
- Ownership of the Archive storage area within Box.
- Responsibility for the migration of Departmental data to the holding account in Box.
- To be the authority on the use of the application Mover.io and migration toolset.
- To work with department champions to identify SharePoint requirements and stand up the required department Teams sites.

- There may be a requirement to work outside normal hours, either to attend appointments/meetings or to meet specific deadlines.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

The post is based in the Brighton, but working remotely. Occasional travel within the UK may be necessary and flexibility is required to meet the demands of the post, including occasional weekend working. The post holder may be reasonably required to work from any INTO or partner location at any time.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport 	
Education/Qualifications	<ul style="list-style-type: none"> Minimum of a HNC in computing or equivalent 	
Skills/Knowledge	<ul style="list-style-type: none"> The role requires an understanding of Cloud Storage solutions. An understanding/exposure to Microsoft OneDrive and SharePoint Experience of a customer focuses role The ability to prioritise, meet deadlines, work under pressure and, when necessary, with minimal resources The ability to work flexibly as part of a team and use own initiative Ability to work alone with minimal supervision Ability to communicate clearly and effectively Excellent command of written and spoken English Committed and responsible for promoting and safeguarding the welfare of children and young adults 	<ul style="list-style-type: none"> Experience of data migration Knowledge of Box Knowledge OneDrive and SharePoint