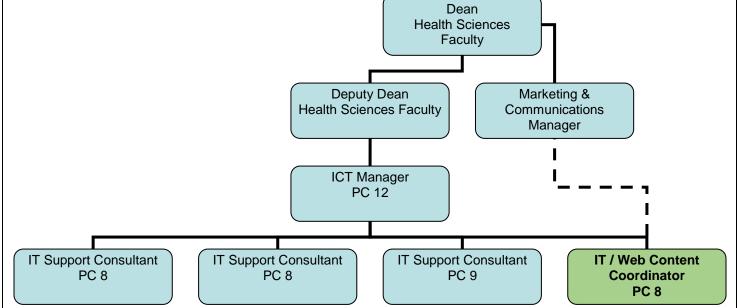| HR191	**POSITION DESCRIPTION**	UNIVERSITY OF CAPE TOWN
		IYUNIVESITHI YASEKAPA · UNIVERSITEIT VAN KAAPSTAD

NOTES
- Forms must be downloaded from the UCT website: http://forms.uct.ac.za/forms.htm
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	IT / Web Content Coordinator	
Job title (HR Practitioner to provide)		
Position grade (if known)	8	Date last graded (if known)	
Academic faculty / PASS department	Health Sciences Faculty	
Academic department / PASS unit	Dean's Office / Faculty Administration	
Division / section	Health Sciences Information Technology	
Date of compilation	09/11/2017	

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)

PURPOSE

The main purpose of this position is to provide Web Content Coordination as well as IT Helpdesk Administration services to the Faculty of Health Sciences. The scope of the job includes the creation and production of web site content for the Faculty Website and all other web sites for departments / divisions or research entities which form part of the Faculty of Health Sciences. The scope also includes the administration of the Helpdesk in the IT section of the Faculty.

Due to the nature of the job being desk bound, the person would be required to ensure that calls directed to the IT section are answered and logged in the call logging system. The incumbent would also have to provide reporting for the various functions of the IT section.

	Key performance areas	% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
E.g.	General and office administration	25%	Takes, types up and distributes minutes and agendas for monthly departmental meeting. Greets visitors, enquires as to the nature of their visit and directs them to the appropriate staff member.	All staff members receive an electronic copy of accurate minutes and agendas, in the departmental template/format, a week before the meeting. Visitors are directed to appropriate staff member in a professional and efficient manner.
1	Web Content Coordination	30	Faculty Website maintenance, as required and per request of the Marketing and Communications Manager/Faculty management: • Day-to-day maintenance and updates of the faculty website, • Website content edits and updates via the custom web content management systems (CMS) • Liaise with colleagues and other web content managers to source content to enrich the faculty's web presence • Assist with the development and improvement of the site architecture • Remove outdated content from website • Check for broken links • Monitor the faculty's overall web presence and site compliance with respect to UCT web policies and standards in terms of website content and brand management Social Media Administration • Post relevant news/notices/events to the faculty's social media platforms Web CMS support for web content owners and managers • Liaise with other web content owners and web content managers to assist and support them with their websites as and when required	• The faculty website is kept up to date with relevant information • The faculty website functions as an effective marketing and information tool • The faculty website complies with the UCT Web Content Management Policy • All web content generated by UCT CMD and faculty communications are uploaded to the digital platforms and are up to date • Web content owners and web content managers are assisted with their digital presence and the improvement of their digital presence as needed • Web content managers are supported and adhere to UCT policies • The social marketing and communication strategy for the faculty is facilitated. • The faculty's social media platforms function as effective information and marketing tools
2	Digital content proofing and distribution	15	Digital copy proofing • Proof the content of the faculty's website and Infomailer and other digital media • Check accuracy • Check currency Bulk mail distribution • Customise and disseminate bulk Info mailers / reminder emailers / standalone mailers • Ensure that staff, student and other identified stakeholders' mailing lists are kept updated PDF Form creation and support • Create PDF forms for various users around the faculty on an ad hoc basis • Continue to provide support for the C1 form and other PDF forms to various users around the faculty	• The faculty website and all appropriate digital platforms serve as an effective marketing tool for UCT. • Content is up to date and accurate. • Staff are kept updated on various events/notices relevant to the faculty on a bi-weekly basis. • The Deanery communicates effectively and timeously with staff and students.

3	IT Administration	35	Call Logging • Ensure that all calls requesting an IT service are logged in the call logging system • Answer calls directed to the IT section central number • Assist users to log calls with ICTS if so required • Update, assign and close calls during daily team meetings. Faculty IT Purchases • Request quotes from ICTS Acquisitions and other UCT vendors. • Place orders with ICTS Acquisitions and/or complete the relevant request for PO forms. STATA License administration • Schedule installations on an ad-hoc basis. • Prepare and send paperwork to the IT team. • Record all STATA license installations PC Sales Administration • Handle all marketing, sales queries (telephone, walk-ins, email) on an adhoc basis • Create invoices and record payments • Submit SD002 forms to faculty finance for PC Sale fund allocation for all payments received.	• Ensure that the best service is delivered by the IT section in terms of ITIL standards • The STATA licensing agreement is adhered to by ensuring the license limit is not exceeded. • Income is generated to facilitate growth and maintenance in computer labs
4	IT Asset Tracking Administration	10	Create a web-based asset tracking application for IT asset inventory and reporting. Maintain asset tracking system to ensure all Faculty IT assets are tracked.	• Accurate tracking and updating of IT assets within the faculty • Timeous decision making and reporting for budgeting and asset allocations.
5	Reporting	10	Report on HSFIT Helpdesk calls logged Manage and monitor web and social media statistics • Creation, analysis and reporting of statistics for the Faculty website	• Decisions making around staffing and budget required for asset acquisition

Minimum qualifications	Grade 12 or equivalent preferably with, or studying toward a tertiary qualification. Web Admin /Web Design Certificate/ Diploma, ITIL Certification			
Minimum experience (type and years)	2 Year Web Content Administration / Coordination experience			
Skills	Analytical trouble shooting abilities and problem solving skills. Good written and verbal communication skills			
Knowledge	Knowledge of website technologies (HTML ,FTP) Knowledge or familiar with CMS websites (in particular Drupal) Excellent knowledge of Social Media i.e. Twitter, Facebook, YouTube, Flickr, etc Extensive knowledge of the Microsoft Office suite of applications			
Professional registration or license requirements				
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances'.)	Experience with DTP (desktop publishing) programs such as dream weaver, Adobe products or coral draw Basic DTP design, layout and color principles Basic to moderate PC or Mac knowledge Honesty to handle cash or finances			
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Analytical thinking / Problem solving	2	Planning and organizing / work management	2
	Building interpersonal relationships	2	Teamwork / collaboration	2
	Client/student service and support	2	University awareness	2
	Communication	2	Professional knowledge and skill	2

SCOPE OF RESPONSIBILITY

Functions responsible for	Faculty Web Site, Faculty Social Media presence, IT Administration
Amount and kind of supervision received	Minimal supervision relating to what needs to be purchased and what content need to be published.
Amount and kind of supervision exercised	
Decisions which can be made	What content goes on Social Media, Placing the order with the ICTS or the vendor
Decisions which must be referred	Structure of Website. What needs to be purchased

CONTACTS AND RELATIONSHIPS

Internal to UCT	Communications and Marketing Manager, ICT Manager, Web Content Mangers, CMD Online Communications, Health Sciences Faculty Staff
External to UCT	UCT IT Vendors