



Job Description

Job Title	Digital Solutions Technician
Reports to	Digital Solutions Manager
Direct reports	None
Business Area	Marketing
Grade	Grade 9
Date	January 2023
1. Job Purpose	
The Digital Solutions Technician role works with the Digital Solutions Manager to support the organisation's internal and external customers and its suppliers through a wide variety of digital channels. This role allows the holder to be involved in digital transformation projects, supporting the team to develop new solutions, develop existing solutions whilst maintaining a technical background looking after cloud hosted servers and the security & reliability of the YPO website. This role will be a technical super user for the Digital Support Technicians. Not only helping them achieve fast response times for any user of digital application & technologies, but to lead on developments and technical implementations and support the team.	
2a Key Responsibilities	
• Support the Digital Solutions Manager to meet team objectives, ensure business targets are met and the website is always commercially effective • Technical assurance and escalation point for the support technicians • Developing technical solutions to aid website usability and functionality • Supporting the management and configuration of web servers • Proactively monitoring systems such as uptime and synthetic monitors, server resources, Cloudflare etc. • Collaborating on the development of web-based applications to support internal processes within the digital and ecommerce team using a variety of tools and technologies. • Working with customers and suppliers on EDI integration using technologies such as XML and EDIFACT	

- Support the wider business in creating web pages and content (in and outside of Sitecore) using web development technologies
- Support the technical implementation of third-party tools such as analytics services, product search, etc.
- Conduct a range of different website and software test types within the broad categories of functional, non-functional, regression, and change-related testing
- Support the design, build, and execute test scripts/cases based on new and existing requirements using agreed methodologies, standards, and frameworks
- Create automated test suites using tools such as Playwright
- Point of contact within YPO for Digital Support when the Supports Technicians are not available (including occasional out of hours working)
- Apply relevant digital technologies effectively to achieve objectives
- Monitor and utilise digital information systems and SQL databases to support ecommerce operations
- Maintain data, digital resources and data systems as well as developing e-catalogue capabilities
- Utilise software packages and tools such as collaborative technologies, to interface effectively with external end-users
- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies
- Keep up to date with information, training, and development opportunities appropriate to maintaining and developing professional service standards
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post

Support the Digital team by being able to cover the following aspects when required:

- Customer Support (Email, Phone & other digital channels)
- Sitecore CMS superuser for aiding colleagues in producing and managing content.
- Train and support staff in digital applications
- Diagnose digital problems and provide internal end-user application support

2b. Generic Responsibilities (must be kept in all job descriptions)

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.

- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

3. Dimensions

No line management or budgetary responsibilities

4. Planning and Organising

- Plan and maintain own workload
- Ability to react to ad hoc requests from the Digital Solutions Tech Lead & other Digital Leaders whilst ensuring the planned work stream is not compromised.
- Be flexible & understanding to aid customers & suppliers in any digital services support

5. Problem Solving & Decision Making

- Support and assist decision making over the way Digital & E-Commerce affects customers and suppliers.
- Support and assist decision making over the way Digital & E-Commerce operates within YPO.

6. Communication and Relationships (internal and external)

The Digital Support Technician – Services must ensure they work closely with the Digital Solutions Tech Lead to ensure suitable cover is in place if the Applications Technician is not available. This is to ensure digital application support is available throughout the working day.

Internal

- Ecommerce & Digital Solutions Manager
- Digital Solutions Manager
- Digital Experience Manager
- Digital Experience Analyst
- Digital Support Technician - Applications and Services
- Internal relationships with IT, Finance, procurement, operations, sales, customer services and marketing.

External

- Solution partners (website provider and infrastructure, agencies)
- All YPO customers

YPO suppliers for EDI purposes

7. Special Features and Personal Attributes

Fluency Duty

Level 1: Competent

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse confidently at length with service users using accurate spoken English, without the need to repeat the information provided in order to be understood (although some hesitancy when searching for sentence structure and vocabulary will be accepted)

Person Specification (Essential and Desirable Criteria)

8. Knowledge, Skills and Experience

Area	Essential (E)	Desirable (D)	Assessment (Application/Interview/Task)
Knowledge (Education, Qualifications and Training)			
Degree or equivalent level of experience in related field	•		Application
Good understanding of E-Business/E-Commerce and web technologies	•		Application
Understanding of Retail/Mail order/Warehousing/Distribution environments		•	Application
Good understanding of Digital technologies (CMS systems), E-Marketplaces and E-Procurement systems	•		Application & Interview
A good understanding of how EDI and web services work between suppliers and customers	•		Application & Interview
Skills			
Excellent IT and Microsoft Office skills (including Word, Excel & SQL Server) with experience of reporting systems	•		Application

Strong interpersonal skills and effective self-starter	•		Interview
Ability to multi-task and problem solve	•		Application & Interview
Strong QA and testing skills to ensure website and application releases are fit for purpose before going live	•		Application & Interview
Excellent data manipulation skills and techniques		•	Application
Ability to understand & communicate technical issues within the business and to non-technical people	•		Application
Good team player with the ability to also work on own initiative	•		Interview
Fluency Duty: Must have the ability to converse at ease with members of the public and provide advice in accurate spoken English in line with Level 1 or 2 as stated in section 7 above.	Y		• The application form (including qualifications gained) • Interview responses • Presentations or job-related discussions
Experience			
Experience of ecommerce platforms and integrations		•	Application
Experience of website development PHP, JavaScript/TypeScript	•		Application & Interview
Experience developing and consuming web services and API's	•		Application & Interview
Experience of software and website testing in an ecommerce/digital setting	•		Application & Interview
Experience and understanding of public sector purchasing organisations and the		•	Application

current social, economic, legislative and political environment in which they operate			
Experience of Digital projects, systems and working practices	•		Application & Interview
Jobholder Signature:			
Date:			
Manager Signature:			
Date:			