

## Position Description

### Trainee Social Media/Graphic Design

#### Job Purpose

To work with the Social Media Team to maintain and continue to develop the Wodonga Senior Secondary and Wodonga Middle Years College's online and print media presence. To maintain all online marketing and publications. Maintain online resources that help to facilitate the creation of a supportive environment for the use of ICT for Teaching and Learning.

#### Objectives

- To maintain content on college website.
- To maintain college social media and electronic publications.
- Complete Pre and Post production of digital media for events across all campus's
- To operate the helpdesk in a timely and efficient manner.
- To assist in the development of user documentation and training materials for staff and students in the use of online systems.
- To support staff and students in the use of online systems
- To assist staff to create online curriculum resources
- To apply a quality approach to the development, maintenance and review of appropriate systems and procedures in sustaining the Information and Communication Technology facilities.

#### Principal Areas of Responsibility

- A Operate and monitor helpdesk
- B Develop user documentation for online systems
- C Assist staff and students with online systems.
- D Update and maintain the online media presence for the school's, making sure information is current and important notices are published in a timely manner.
- E Create and update college electronic publications such as the subject handbook, school magazine and newsletter.
- F Update and maintain college's social media accounts
- G Film and photograph college's activities and events

#### Key Tasks

- A1 Answer incoming phone calls and respond to emails for software development/Social Media office to provide 1<sup>st</sup> level support
- A2 Log all communications and follow up every 24hrs with progress report
- B1 Assist in the development of documentation for staff and students of college online systems.
- B2 Publish and maintain online help resources.
- C1 Help resolve problems relating to online systems for staff and students to enable consistent and trouble free use.
- C2 Ensure ongoing training is undertaken to maintain skills and knowledge of online systems.
- C3 Assist staff to create rich and engaging online curriculum resources.
- D1 Update and maintain school's website under the direction of the senior Social Media technician
- D2 Assist with the curation and publishing of the school newsletters every week
- D3 Ensure content on college's online media sites is current and relevant
- E1 Collect and create articles for college publications
- E2 Create college weekly newsletter
- E3 Assist in the design, layout and final print proofs of school magazine and subject handbook.
- F1 Manage and update college Facebook, Twitter and YouTube.
- F2 Monitor college social media and remove any unappropriated content in line with policies.
- F3 Follow timelines and collect resources to ensure all college activities are promoted and celebrated.
- G1 Attend College excursions and events to film and photograph activities for website, social media and publications