(2511-07) IT Operations Support Co-ordinator
Salary: £35,403 - £38,745 per annum (Grade 7)
Contract type: Full-time (36.5 hours per week), Permanent

The challenge:

At WJEC, we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic opportunity to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role:

This role forms part of the IT Operations team at WJEC, providing support across a range of our IT systems. These systems underpin business-critical processes in the delivery of general (e.g. GCSE and A-Level) and vocational qualifications for candidates (students) in Wales and England. The post holder will carry out a range of activities in support of this aim, such as:

- Data quality and validation checking;
- The review and resolution of data inaccuracies / errors;
- Support the development of automation and 'self-serve' procedures, to improve efficiency.

The person:

We are looking for an individual who is comfortable working with business systems/processes and enjoys understanding the detail of how they work. Technical competency is desirable but not essential for the role, of greater importance is the ability to communicate clearly with colleagues and stakeholders, to ensure the effective support of WJEC IT systems. The post holder will ideally have a background in application support and/or IT systems administration.

The role requires an individual who places importance on quality and accuracy, with the ability to apply critical thinking to solve sometimes complex problems.

Our benefits

At WJEC, we are proud to be a flexible and inclusive place to work. We offer a range of excellent benefits including: 25 days annual leave together with 16 days statutory and additional holidays (adjusted for part-time or compressed working patterns), free Welsh language courses, a generous pension scheme and numerous family friendly policies.

We operate a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. As such, applications are invited from individuals across the UK but please note that regular working from our Cardiff offices will be required – whilst flexibility can be discussed, this team currently attend the office, on average, 1-2 days per week.

If you would like to know more about the position or about working for WJEC, please contact our HR team (HR@wjec.co.uk) who would be more than happy to speak to you.

Please visit our website to download a copy of the job description and application form.

Closing date: 23:59, Sunday 11 January 2026
Interviews are expected to be held on Tuesday 20 January 2026

JOB DESCRIPTION

Job Title:	**IT Operations Support Coordinator**
Department:	Digital and Transformation
Section:	IT Services
Responsible to:	IT Operations Manager
Grade:	7
Location:	**Western Avenue**

Main purpose of Job:

Under direction of the IT Operations Manager, ensure the smooth and effective delivery of key systems and processes throughout the examination cycle.

Key Responsibilities

- Collaborating with the IT Helpdesk manager to support escalated service requests/tickets to a timely resolution.

- Conducting detailed analysis of service requests and incident reports to help maintain the timely and reliable operation of WJEC systems.

- Act as a central point of contact for internal teams, providing guidance on the optimal use of systems to support examination-related processes and tasks.

- Deliver administrative support and escalated end-user helpdesk assistance for IT services, including Developers, internal customer support teams, and external stakeholders.

Principal Duties and Responsibilities:

IT Operations supporting Examinations Delivery
- To coordinate and lead in IT operational processes and tasks. e.g. publication of results, certificate stationery, regulatory data requests.
- Ensure the ongoing quality assurance of IT operational processes by undertaking and scheduling appropriate pro-active checks throughout the examinations cycle.
- Providing specialist advice to internal teams regarding data and operational processes.
- To produce and maintain appropriate documentation and guidance of IT operational processes and systems.
- To promote an effective use and coordinated approach to IT systems.
- Promote and support the migration of operational exams work from IT development personal to appropriate organisational departments for new and existing systems.

System and Development Support

- To provide detailed analysis and priority review of IT system support calls.
- To be a key decision maker in the allocation, escalation, and provision of completion timescales of system support calls.
- To assist in the sharing of knowledge and skills across helpdesk team to enable a greater percentage of system support calls to be answered by front line support.
- To support management of system admin level administration and data maintenance to ensure systems are ready for operational use – e.g. iSeries physical and logical file set up and creation of appointee's series tables and ROM session set up.
- To lead on provision of exam system user management adhering to organisational security protocols.
- Work with technology partners to deliver or manage support resolutions and testing of new software, system fixes and changes.
- Work with 3rd party technology partners deliver or manage support resolutions and testing of new software, system fixes and changes.
- Where required, support the completion of User Acceptance Testing (UAT) of new IT services and/or changes to the functionality of existing systems.

IT Helpdesk and Internal Support

- Support the administration & management of WJEC Centre and Appointee-facing platforms – i.e. Secure Website, Portal, Surpass, Appointees Management System (AMP).
- Support, administer and undertake checking on examination processes thought out the examinations cycle – e.g. processing of marks & awards.
- Creation of user accounts and assignment of appropriate roles within WJEC platforms and systems – e.g. Surpass, Portal, AS400.
- Provide 1st line technical support for internal staff for WJEC systems. Assist in the preparation and updating of user guides.

Centre and External Support

- Provide 2nd line system support for centres and candidates for WJEC Centre and Appointee-facing platforms.
- Liaise with colleagues in providing 2nd line system support to centres.
- Provide 1st line support for the Data Protection inbox, including the provision of subject access requests.
- Support CPD activity though preparation of materials & servicing of CPD events.
- Updating of online documentation/web pages.
- Work with 3rd party technology partners in resolving technical or operational issues.

Other

- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To deputise for the IT Operations Manager.
- To undertake other duties, as required, which are commensurate with the grade of the post.

Person Specification

Job Title:	**IT Operations Support Coordinator**
Department:	IT Services

Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present and include potential for growth and development into the role.

Skills and Abilities

Highly desirable
- Data literate, with a high degree of competency in understanding data and its importance in supporting organisational aims and objectives.
- Great interpersonal skills and able to provide high-quality customer services, building rapport and communicating clearly and effectively to a range of audiences.
- Highly organised and able to independently prioritise workload effectively to ensure both long-term and urgent deadlines are met.
- Tenacious and able to maintain accuracy and quality throughout busy/challenging periods of work.
- Excellent diagnostic and problem-solving skills, with a good track record of resolving a range of business problems.

Desirable
- Ability to communicate through the medium of Welsh or willingness to learn.
- Some knowledge of SQL programming / querying.

Knowledge

Highly desirable
- Competency in IT, with good knowledge of main tools, trends, and frameworks currently in use within an IT Operations function, including the range of collaboration and communication tools available via the Microsoft 365 suite.

Desirable
- Basic knowledge of the UK qualification systems in England and Wales and/or qualification assessment techniques.
- Understanding of database structures, data and likely interdependencies.

Experience

Essential:
- Experience working in a business support function, providing advice, guidance and problem solving to a range of stakeholders/customers.

Desirable
- IBM iSeries/AS400 hardware and/or Windows operating system experience

Training / Qualifications

Desirable
- Information Technology related degree or equivalent qualification/professional experience

Telerau ac Amodau Gwasanaeth / *Terms and Conditions of Service*

Teitl y Swydd / *Job Title:*	**Cydlynydd Cefnogi Gweithrediadau TG /** *IT Operations Support Co-ordinator*

Cyflog / *Salary:*	**£35,403 - £38,745 y flwyddyn** (pro-rata lle y bo'n gymwys) *£35,403 - £38,745 per annum (pro-rata where relevant)*	**Gradd /** *Grade:*	7

Gwyliau Blynyddol / *Annual Leave:*	**25 diwrnod (182.5 awr) y flwyddyn. Mae CBAC hefyd yn darparu 16 diwrnod (116.8 awr) i gyfrif am Wyliau Cyhoeddus a chyfnodau Cau CBAC (gwyliau ychwanegol). Mae'r lwfansau hyn yn cael eu haddasu ar gyfer staff sy'n gweithio'n rhan-amser neu batrymau gweithio cywasgedig.** *25 days (182.5 hours) per annum. WJEC also provides 16 days (116.8 hours) to account for Bank Holidays and WJEC Closure periods (Additional leave). These allowances are adjusted for staff who work part-time or compressed working patterns.*
Pensiwn / *Pension:*	**Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.** *The provision of the Local Government Pension Scheme (LGPS) applies.*

Math o Gytundeb / *Contract Type:*

Oriau Gwaith / *Working Hours:*		**Hyd y Contract** / *Length of Contract:*	
☒ **Llawn-amser** / *Full-time*		☒ **Parhaol /** *Permanent*	
☐ **Rhan-amser** / *Part-time*		☐ **Tymor penodol /** *Fixed-term*	
Nifer yr oriau yr wythnos / *No. of hrs per week:*	36.5	**Dyddiad gorffen arfaethedig /** *Planned end date:*	
		Rheswm dros y cyfnod penodol / *Reason for fixed-term:*	

Arall / *Other:*

Cyfnodau prysur llwyth gwaith / *Workload Peaks:*	**Amh /** *N/A*	

Dull Ymgeisio / *Method of Application:*

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn **23:59, dydd Sul 11 Ionawr 2026.**
Disgwylir cynnal cyfweliadau yn ystod ar dydd Mawrth 11 Ionawr 2026.

Completed forms should be sent by email to HR@wjec.co.uk by **23:59, Sunday 11 January 2026.**
Interviews are expected to be held on Tuesday 20 January 2026.