



## POSITION DESCRIPTION

Melbourne Law School

### Educational Technologist

<b>POSITION NO</b>	0054186
<b>CLASSIFICATION</b>	UOM 6
<b>SALARY</b>	\$87,007 - \$94,181 p.a
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>WORKING HOURS</b>	Full-time (1 FTE). Will be expected to work outside of normal working hours, refer to 2.3 below.
<b>BASIS OF EMPLOYMENT</b>	Fixed term for 2 years
<b>OTHER BENEFITS</b>	<a href="http://about.unimelb.edu.au/careers/working/benefits">http://about.unimelb.edu.au/careers/working/benefits</a>
<b>HOW TO APPLY</b>	Online applications are preferred. Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Law Human Resources Tel: 9035 3664 Email <a href="mailto:law-hr@unimelb.edu.au">law-hr@unimelb.edu.au</a>  <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
[about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)

## ***Position Summary***

The Educational Technologist provides technical support and training for academic and professional staff at the Melbourne Law School, particularly in relation to educational technologies used in the University's Learning Management System.

The successful candidate will be expected to have a strong background in educational technologies and common software, including the Office suite of programs. The candidate will also have experience at troubleshooting, providing and developing training and prioritising incoming queries as well as excellent communication and stakeholder management skills.

The position reports to the Academic Program Delivery Coordinator (Digital), Academic Support Office at the Melbourne Law School however, operates under the the general direction of the MLS Associate Dean (Digital Technologies)

### ***1. Key Responsibilities***

- ▶ Providing technical support for academic and professional staff in:
  - educational technologies and learning systems, including the Learning Management System (LMS), Video Management Systems (VMS) and video conferencing systems
  - basic classroom AV technical support around the hardware and software that integrates with our learning systems
  - digital literacy development, including in core IT platforms such as Excel, PowerPoint and OneDrive
- ▶ Developing help guides, instructional screencasts and tips for academic staff on the use of educational technologies and learning systems
- ▶ Contributing to professional development, provision of advice and training (of academic and professional staff) in:
  - educational technologies and learning systems
  - self-recording, use of AV hardware like webcams and microphones, and software for basic video and audio production and editing in conjunction with our Digital Studio Coordinator
  - hybrid teaching (involving combinations of face-to-face and remote students in the same class)
  - digital literacy generally, including in core IT platforms such as Excel, PowerPoint and OneDrive
- ▶ Applying technical and creative problem solving skills to configure and troubleshoot resources and activities administered through the University's learning systems
- ▶ Working with the MLS digital team to respond to and triage inbox enquiries to the appropriate channel
- ▶ Diagnosing faults in our learning systems and liaising with central teams to request assistance or improvements where required
- ▶ Tracking and managing the provision of local licenses for specialist educational technologies within the MLS
- ▶ Providing IT account support to newly appointed sessional academic staff when required.
- ▶ Undertaking tasks at Melbourne Law School outside of this role as required.

## **2. Selection Criteria**

### **2.1 ESSENTIAL**

- ▶ A relevant degree or proven and established experience providing technical training and advice in a higher education environment
- ▶ High level technical skills in learning technologies, including the Office suite, learning management systems, video management and video conferencing systems and video editing suites
- ▶ Well developed communication skills, with the capacity to build help guides as well as design and deliver excellent technical support, coaching and training in educational technologies and other IT and learning systems.
- ▶ Methodical, problem solving mindset, with an ability to develop and implement practical and sustainable solutions in response to user support requests, and to contribute to quality improvement processes
- ▶ Strong organisation and prioritisation skills and a proven capacity to manage personal workloads within a highly productive operational team
- ▶ Ability to work patiently and effectively with a wide range of stakeholders with different technical skills and knowledge
- ▶ Evidence of established and effective collaborative teamwork skills
- ▶ Evidence of innovation and continuous improvement in work history

### **2.2 DESIRABLE**

- ▶ Knowledge of Camtasia and the Canvas learning management system for teaching
- ▶ Knowledge of a variety of educational and other technology platforms such as Echo360 Lecture Capture, Kaltura video, Zoom, Teams and Padlet
- ▶ Previous experience working in the higher education or government sector

### **2.3 SPECIAL REQUIREMENTS OF THIS POSITION**

As a condition of employment you may be required to work reasonable overtime. You will be provided with reasonable notice of when you will be required to work overtime. Additional hours and/or overtime rates will also apply, when worked, as per the University of Melbourne Enterprise Agreement and subject to your manager's approval.

## **3. Job Complexity, Skills, Knowledge**

### **3.1 LEVEL OF SUPERVISION / INDEPENDENCE**

Under general direction from the MLS Associate Dean (Digital Technologies), you will undertake an important role, with performance measured against achievement of agreed targets, defined projects, and levels of user/client satisfaction. You will be expected to collaborate with colleagues, foster strong support from peers, work effectively and escalate appropriately any issues that impede achievement of targets, and report progress against targets to the Associate Dean (Digital Technologies). The position requires the development of positive, collaborative relationships with learning designers, academics and professional staff of the University of Melbourne.

### 3.2 PROBLEM SOLVING AND JUDGEMENT

You will be required to work co-operatively with colleagues when assessing complex technical and service problems and develop innovative solutions that best support user/client needs and current strategies. Support, training and development activities will require the exercise of informed judgement as to the most effective course of action.

You will be expected to take personal responsibility for responding to change; maintain a positive attitude; sustain high levels of individual and team productivity; seek creative and innovative solutions; and support other colleagues towards achieving the required performance outcomes.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The position requires broad technical and troubleshooting skills, delivering specified technical support and training services to identified users across the University.

### 3.4 RESOURCE MANAGEMENT

Under general direction from the Associate Dean (Digital Technologies), the incumbent will provide strategic technical advice, and interact with a broad range of people from inside and outside the University, in a wide variety of situations, and be expected to exercise appropriate personal and professional influence to develop productive relationships. The Educational technologist directly supports academic teaching staff and other professional or technical staff, and sometimes campus visitors. All services support teaching and learning activities.

### 3.5 BREADTH OF THE POSITION

The incumbent is expected to liaise with a great variety of internal and external stakeholders of the Melbourne Law School in order to facilitate the delivery of high quality educational materials and learning experiences.

## ***4. Equal Opportunity, Diversity and Inclusion***

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and

background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

## **5. Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

## **6. Other Information**

### **6.1 ORGANISATION UNIT**

[www.law.unimelb.edu.au](http://www.law.unimelb.edu.au)

Melbourne Law School is Australia's first all-graduate law faculty. Melbourne Law School was the first faculty in Australia to teach law, and awarded this country's first law degrees. The Law School is now fully graduate with its Juris Doctor for admission to practice recognised as a high-level qualification in Australia and beyond. Coupled with the unrivalled excellence of the Melbourne Law Masters and its excellent Research Higher Degree programs, the Law School offers a unique opportunity for the integration of scholarship and teaching.

Its faculty is a vibrant community of creative scholars, committed to a highly collegial, research-intensive institutional life. The Law School has particular strengths in comparative analysis. It aims to integrate teaching with research and engagement activities and to engage with local, national and global communities.

The Law School is a single department faculty located in a custom designed building in University Square. The Law School has approximately 2,200 graduate students (including JD, Melbourne Law Masters and Research High Degrees).

The international reputation of the School is closely linked to the range and quality of its research programs.

The School has several research Institutes, Centres, Networks and Groups which provide a focus for scholarly interaction - <https://law.unimelb.edu.au/centres>

### **6.2 THE UNIVERSITY OF MELBOURNE**

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based

industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

### 6.3 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

### 6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/governance>