POSITION DESCRIPTION

Student and Scholarly Services
Chief Operating Officer Portfolio

Learning Systems Administrator (Blackboard LMS)

POSITION NUMBER	0049128
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - $83,301 - $90,170 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 9.5%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 1 years
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Jeremy Goh Tel +61 3 9035 8762 jeremy.goh@unimelb.edu.au *Please do not send your application to this contact*

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

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

Find out more about the University's strategy, 'Growing Esteem', at http://about.unimelb.edu.au/strategy-and-leadership

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

Learning Environments supports all Campuses, Faculties, Schools, Departments and affiliated Institutes of the University in their learning and teaching and the provision of the University's Central Educational Technology Portfolio. The Academic and Learning Systems Support team is part of Learning Environments and is responsible for the administration, support and development of the University's central educational technology portfolio and related services.

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 strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The Learning Systems Administrator (Blackboard LMS) has strong technical ability and experience with the Blackboard LMS platform and leveraging on their expertise to provide advice and support for the core LMS at the University of Melbourne. The role receives direction from the Manager, Academic Learning Systems Support (ALSS) and senior members of Learning Environments, The incumbent is expected to work with staff and students across the University and externally, leveraging their specialist expertise to support the

development of content and undertake LMS support activities such as system support, advice, troubleshooting and resolution of LMS queries from staff.

Reporting line: Manager, Academic & Learning Systems Support

No. of direct reports: 0

No. of indirect reports: 1 to 5

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Learning Environments supports all Campuses, Faculties, Schools, Departments and affiliated Institutes of the University in their learning and teaching and the provision of the University's Central Educational Technology Portfolio.

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Leading and undertaking specialised support operations required to deliver courseware, content management, subject sites and related course and subject services delivered through the University's Blackboard LMS and other online enterprise systems according to the University's teaching and learning strategic directives.

- Specialised LMS skills to assist teaching staff with the planning and execution of educational technology solutions to ensure the effectiveness of using technology in learning, teaching and assessment

- Liaise with Infrastructure Services and vendors as necessary on operational processes to maintain a sustainable and contemporary online learning environment.

- Managing projects and processes related to enterprise learning systems implementation, in collaboration with teams from Infrastructure Services and Learning Environments by developing and testing tools that integrate with the LMS

- Actively contributing to the development of an active community of practice at the University for users of learning and teaching technologies.

- Contribute to user-focused service delivery for the LMS, in accordance with agreed procedures and service targets/Service Level Agreements (SLA). This includes maintaining a very high standard of responsiveness for user liaison, training and communications, and actively participating in the promotion and marketing of the service.
- Demonstrate expertise by maintaining and continuously developing professional knowledge and skills, keeping up to date with new developments relevant to the role and the organisation's broader objectives. Readily share knowledge and undertake other projects and duties which are broadly aligned with the key responsibilities of this position.

Selection Criteria:

Education/Qualifications

The appointee will have: Undergraduate qualifications, postgraduate qualifications, or relevant qualifications, with previous experience in application system administration within a complex organisational environment or an equivalent combination of relevant experience and/or education/training.

Knowledge and skills:
- Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
- Demonstrated ability to support and provide consultation for educational technologies;
- Ability to develop and implement practical and sustainable solutions in a high-pressure support environment, particularly in response to user support requests Demonstrated experience in providing training and support with a customer focused approach;
- Knowledge of the meaningful utilisation of system information and analytics in order to maximise the potential of academic use of learning technologies, particularly the LMS, and to contribute to quality improvement processes
- High level verbal and written communication skills;
- Demonstrated technical ability and experience with data management, data entry and reporting skills;

Desirable**:**
1. Experience working in a university context, with sound knowledge of the operational and strategic implementation of university academic policies and procedures.
2. Knowledge and experience of workplaces tools such as Jira, Trello, Slack, and other collaborative apps.

Special Requirements:

Employment in this position is conditional upon receipt and maintenance of a Working with Children Check