

## Job Description – Multimedia Support Officer

### Position Details

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<b>Position Title:</b>	Multimedia Support Officer
<b>Division/ Centre:</b>	Office of the Vice President - Academic
<b>Department:</b>	Learning Technologies & Analytics
<b>Campus Location:</b>	Based at the SGS campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PSV04
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

[www.rmit.edu.au](http://www.rmit.edu.au)

### RMIT Vietnam

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RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

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## Position Summary

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The Multimedia Support Officer is responsible for helping RMIT increase the use of video and other online/multimedia artefacts in learning and teaching. The role will require both supporting staffs' efforts to develop basic skills, and hands-on creation of more advanced multimedia objects. The key focus of this role is to facilitate the use of multimedia in teaching and learning at the University.

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## Reporting Line

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Reports to:                      Manager, Learning Technologies & Analytics

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## Key Accountabilities

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- Create visual, audio, and multimedia objects for academic and Office of the VP-Academic staff. These may include (but are not limited to) video and presentations, webpages, interactive html packages, brochures and posters, exhibits, and other print materials. Produce professional-standard work which has tone and style appropriate to the audience and is compliant with RMIT's brand guidelines. Produce work efficiently, within time and budget constraints.
- Provide specialist technical expertise (in graphic design and video/sound/image production) to help academic and Office of the VP-Academic staff create effective and engaging online materials and learning activities. Apply 'best practices' in graphic/video design and communications to ensure all work produced is clear and visually appealing.
- Provide first-level support to staff using the Staff Video Recording Studio. In collaboration with IT Services, provide technical guidance to academic staff on the use of learning technologies in teaching spaces (e.g., videoconference system, AV controllers, document camera). Proactively monitor the status of learning technologies in teaching spaces. Notify IT Services of maintenance and service requirements. Follow up on all support requests to ensure timely resolution. Use assigned escalation paths as appropriate.
- Support staff in the use of basic desktop software (e.g., MovieMaker, Echo360) to be able to record and minimally edit their own screen and lecture captures.
- Support the teaching development mission of the Office of the VP-Academic by providing support within the unit as requested. As assigned:
  - a. Maintain the Office of the VP-Academic's online presence (e.g., intranet pages, web pages, Office 365, Canvas courses).
  - b. Record teaching sessions, interviews, speeches, and other events using a digital video camera; export, edit, transcode, and publish the result.
  - c. Format and publish or update content provided by Office of the VP-Academic staff. Maintain a log of content posted on the intranet and periodically seek revisions from content owners.
  - d. Support the e-Learning Support Officer by sourcing or creating multimedia support resources for using learning technologies.
  - e. Support other administrative staff in Office of the VP-Academic tasked with event planning. Advise on AV requirements for events. Write up the AV requirements for events and liaise with Property Services and IT Services to ensure requirements are met within agreed timeframes.
- Maximise the number of contexts in which work produced can be accessed and identify and document known issues. Ensure that all work produced can be accessed from within the Learning Management System. Develop and follow a methodical process to thoroughly test all media objects on commonly used devices, OSs, and browsers, and on wired, wifi and 3G connections.
- Resolve incidents and support requests assigned through the support queues within the time standards set by the Manager - Educational Technology.
- Other tasks, as assigned.

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## Key Selection Criteria

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1. University Degree in a relevant field (e.g., Design, Multimedia, Communications)
2. Demonstrated 1 - 2 years relevant work experience.
3. Demonstrated good level of English communication skills, both written and spoken.

4. Work experience in an educational environment and/ or work experience in webpage design/layout and content management would be an advantage.
5. A portfolio of digital work containing items produced solely by the applicant (or where the applicant was the leader of the production team) which evidences a high level of ability to apply design skills to communications needs.
6. Ability to produce multimedia objects which are accessible across all RMIT-supported devices (e.g., using HTML5 or another approach which is not Flash); experience developing objects to deploy within a technically constrained environment (i.e. similar to Canvas (Learning Management System) and Office 365)
7. Experience working with RMIT's supported AV tools (Dreamweaver, Articulate Storyline, Camtasia, Echo360). Intermediate knowledge of HTML and CSS.
8. Experience drafting and following a production timeline.
9. Awareness of international copyright and academic integrity principles; evidence of commitment to apply the principles in daily work.
10. Ability to work independently and show initiative.
11. Ability to anticipate deadlines, and plan tasks accordingly.
12. Strong demonstrated ability to perform routine tasks with a high degree of accuracy and careful attention to detail.
13. Knowledge of basic AV post-production process and techniques would be an advantage.
14. Ability to design graphics for print media (e.g., posters, brochures) would be an advantage.
15. Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

### **English Proficiency**

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English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

### **Organisational Accountabilities**

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RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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