

## Job Description – e-Learning Support Officer

### Position Details

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<b>Position Title:</b>	e-Learning 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 HCMC campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
<b>Job Grade/ Classification:</b>	PSV05
<b>Time Fraction:</b>	Full time (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 features among the world's top 200 institutions in 13 of the 30 subject areas in the 2015 QS subject rankings. We are among the world's top 100 universities in Art and Design; Architecture and the Built Environment; Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Aeronautical and Manufacturing); Computer Science; and Business and Management Studies. The University's research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

[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.

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

## **Position Summary**

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The e-Learning Support Officer is responsible for supporting the efficient and effective use of learning technologies in the University, both in HCMC and Hanoi. The key focus of this role is to ensure the effective utilisation and organisation of e-learning resources and systems and in addition, to assist and provide functional support to academic staff to help develop their technical skills and knowledge of e-learning systems and resources to enable them to implement the technology into their teaching.

## **Reporting Line**

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Reports to:                   Manager, Learning Technologies & Analytics

## **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.

Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, are up to date.

## **Key Accountabilities**

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- Provide functional support for student and staff users of the Online Learning Environment (OLE) and Learning Management System (LMS).
- Provide basic orientation for new academic staff on OLE/LMS.
- Resolve support queue issues within prescribed time frames. Follow up on issues with users to ensure successful resolution.
- Liaise with RUVN IT Services, Student Record System Admin team, and ITS Melbourne to investigate and resolve technical and access issues with the OLE. Escalate issues when necessary.
- Help academic to use selected administrative and productivity software for purposes related to learning and teaching.
- Identify academic staffs' needs for advanced-level functional and basic-level pedagogical training in the use of the Online Learning Environment. In collaboration with other staff in Office of the VP-Academic, develop and deliver this training.
- Liaise with relevant work units to schedule training sessions to maximise opportunities for staff to attend.
- Lead the development and maintenance of a comprehensive suite of online support materials for the Online Learning Environment to ultimately reduce support needs.
- Develop or source web-based, printable, and video support documentation for staff and student users.
- Compile reports on support calls and outcomes to demonstrate service quality.
- Manage academic calendar processes for the Online Learning Environment to prepare for each new semester and term.
- Develop annual, semester, and term processes; maintain internal documentation for these. Recommend improvements to processes after each cycle.
- Execute all assigned administrative and content maintenance functions for RMIT's Online Learning Environment with a high level of accuracy, and within assigned timeframes.
- Draft routine communications for end users regarding upcoming processes and recommend release timing and audience.
- Perform manual updates and configuration changes to individual courses in the Online Learning Environment.
- Lead small project teams to implement and communicate minor works and routine upgrades/changes to the Online Learning Environment. Recommend release of NoBITS for service interruptions based on agreed guidelines. Participate as assigned in change management activities for upgrades or improvements to learning technologies.
- Use Student Record Systems, previous semesters' records, and information from Departments and other sources to compile accurate information for use in scope documents, usage reports, and other required documents.
- Other tasks, as assigned.

## **Key Selection Criteria**

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1. Bachelor's Degree

2. At least 3 years relevant work experience.
3. Prior experience of working in an educational environment or experience in teaching is desirable.
4. Proven specialist functional expertise in the use of learning technologies and the ability to advise staff on how best to use and configure learning tools to achieve intended teaching purposes.
5. Proven expertise in Learning Management System administration.
6. Proven experience in the creation of print and online support documentation (for both internal and end users)
7. Ability to analyse user needs, then plan, develop and deliver training sessions on using learning technologies.
8. Ability to compile and analyse complex data using spread sheets (e.g., If, Concatenate, Vlookup & Autofilter functions in Excel)
9. High level of accuracy and attention to detail with the ability to work within deadlines.
10. Ability to work independently and show initiative.
11. Organisational and planning skills at the level of leading small teams on tasks and minor projects.
12. Ability to make effective decisions with limited guidance.
13. Demonstrated skill in maintaining productive and effective work relationships in a multinational environment and a geographically dispersed team.
14. Experience in database management is desirable.
15. Familiarity with RUVN Online Learning Environment (Canvas and Office 365) is desirable.
16. 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 6 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

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