POSITION DESCRIPTION

Position Title: eLearning Support Officer
Organisation Unit: Learning & Research Services (UQ Library)
Position Number: 3005037
Type of Employment: Continuing / Full time
Classification: HCE Level 5

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

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UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Library provides a range of services to its customers, maintaining traditional library services as well as implementing new technologies in service delivery and the provision of information skills programs to a variety of clients. The Library pro-actively supports the University’s learning, discovery and engagement strategies in a rapidly changing environment.

The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 500,000 electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

Information about the University of Queensland Library including its Profile and Operational Plan is available at www.library.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of the role is to provide timely and effective technical operational and troubleshooting support to staff on UQ’s eLearning systems. The position will be a link between the Library, Information Technology Service (ITS), ITaLI and staff and must therefore provide good communication to ensure excellent customer service. The position will also support eLearning systems training for UQ staff.

Duties

Duties and responsibilities include, but are not limited to:

eLearning HelpDesk

- Provide eLearning support for UQ staff in the use of the University’s eLearning package and other eLearning software, including face-to-face, phone and email assistance.
- Using the ITS incident management system to log calls, being thorough and attentive to details and printing reports.
- Being responsible for prompt, courteous and accurate responses to help desk queries.
- Constantly reviewing and creating database categories as required.
• Liaising with AskUS helpdesk and ITaLI to re-direct enquiries if necessary.
• Provide hands-on advice and assistance to other eLearning staff to resolve problems.
• Identify process improvements to improve the eLearning HelpDesk's performance.
• Resolve customer complaints and/or refer to the Team Leader when necessary.
• Notify Team Leader of any previously undetected outages.
• Test, research and develop solutions for technical guides. This may include liaison with HelpDesk and other ITS staff.
• Inform and educate clients to encourage self-support.

eLearning Course Assistance
• Working with UQ staff to assist in the development of courses utilising eLearning software and other packages.
• Administering the eLearning system, for example, conducting course migration and testing.
• Assisting academic staff with online courses, including assisting them with adding tools.
• Contributing to, and where required, managing the eLearning website, updating content and layout where required, and assisting other staff with access and problem-solving.

eLearning Staff Development
• Providing occasional support to the eLearning training coordinator in support of the development of training documentation.
• Providing feedback to training staff and the eLearning Operational Forum of significant problems regularly reported to the helpdesk.

General
• Researching and evaluating online learning systems and other software to provide well-founded advice to management.
• Generating innovative ideas and working with ITS teams on the development of proposals, scope documents, quotes and educational specifications.
• Attending and participating in team and client meetings.
• Providing input into ITS internal policies and procedures.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University
- Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://www.uq.edu.au/hupp/index.html?page=25176&pid=25173).
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.

Organisational Relationships
The position reports to the Manager – eLearning Systems and Support and is not required to supervise any other staff. eLearning helpdesk activities are coordinated by the Helpdesk Service Coordinator under the supervision of the Manager – eLearning Systems and Support.
SELECTION CRITERIA

Essential

- Completion of a degree qualification in a relevant field; OR completion of an advanced diploma qualification with subsequent relevant work experience; OR an equivalent combination of education, experience and training.
- Experience in using current UQ LMS (Blackboard) and associated tools (such as Turnitin, Echo, Adobe Connect, Kaltura, Chalk and Wire)
- Demonstrated effective interpersonal skills and experience in providing effective client service, including fielding queries received via telephone, email or face-to-face.
- General knowledge of online learning tools and systems.
- Strong oral and written communication skills.
- Evidence of good problem-solving skills.
- Ability to take initiative, work under pressure and meet deadlines, with a focus on achieving positive outcomes for clients.
- Ability to work co-operatively in a team or independently and to remain calm under conditions of frequent disruption and the pressure of client demands.
- Ability to thrive in the ever-changing environment of IT.

Desirable

- Competence in the use of call tracking and logging systems.
- Experience maintaining a web site (e.g. Drupal)
- Some experience in supporting staff development activities in a non-teaching role.
- Experience with a wide range of office software.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.