POSITION DESCRIPTION

Position Title: Technology Trainer

Organisation Unit: Learning and Research Services
The University of Queensland Library

Position Number: 3001261

Type of Employment: Full Time / Fixed Term (6 months)

Classification: Hew 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.

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.

The University of Queensland Library

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research."

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 Strategic 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

To assist in the development and delivery of face to face or online (either developed in-house or commercial packages) technology based training programs for staff and students to support a range of digital literacies.

Duties and responsibilities include, but are not limited to:

- Deliver an effective and continuing training programme for staff and students of the University
- Assist in the development of appropriate client and staff training to support I.T. digital literacies
- Liaise and communicate effectively with clients and with other areas in the Library and the University at large.
• Provide support and assistance to UQ students in troubleshooting application issues and incident requests.

• Provide support and assistance to Library staff in troubleshooting application issues and incident requests.

• Monitor, evaluate and report on the effectiveness of training programmes through the application of quality assurance procedures, client feedback and programme assessment.

• Other duties as reasonably directed by your supervisor.

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

Organisational Relationships
The position reports to the Senior Librarian (Information Literacy).

SELECTION CRITERIA

Essential

• Completion of a Diploma of Information Technology or Certificate IV Training & Assessment (or equivalent), and at least 2 years subsequent relevant work experience, or an equivalent combination of relevant experience and/ or education/training.

• High level of interpersonal and communication skills and the ability to promote the Library within the University.

• Knowledge of adult learning theory and practice.

• Experience in the delivery of IT training classes for small and large groups.

• Experience with PC and Macintosh software is required.

• Demonstrated ability to support and train others in the use of common applications and platforms required by staff and students to present their research.
• Good self-organisational skills, ability to meet deadlines and a commitment to the provision of timely and responsive service.

• Demonstrated commitment to providing a quality client service.

Desirable

• Current driver's license
• Certificate IV in Training and Assessment (TAE40110)
• Experience in the implementation and maintenance of web servers, including demonstrated knowledge of HTML is required. Knowledge of other web-based technologies such as cascading style-sheets, XML, PHP and database access

Please note: This role may be required to undertake evening and weekend work, as well as deliver training sessions at any of The University of Queensland locations.

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 Elle Guerrero by email central-hr-advisory@uq.edu.au or phone 07 3443 1369.