POSITION DESCRIPTION

Position Title: eLearning Programme Manager
Organisation Unit: University of Queensland Library
Learning and Research Services
Position Number: 3015298
Type of Employment: Full Time – Fixed Term
Classification: Hew Level 8

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

The main objective of this position is to administer the coordinated delivery of centrally supported eLearning technology projects and operations for the University, in partnership with other central support units and faculties.

The role is responsible for administering procurement processes, evaluations, implementations, upgrades and maintenance of existing and proposed eLearning tools.

The position is required to manage areas of work related to eLearning that is undertaken across multiple teams and units.

Duties

Duties and responsibilities include, but are not limited to:

• Administer a programme of projects on major core corporate systems associated with eLearning, critical for the operation of the University.
• Liaise with and manage with senior staff, service and technical staff within ITS sections and teams to manage projects and process tasks relevant to the programme. This includes prioritisation of staff time and resources.

• Represent the University when dealing with vendors for negotiations and contract management and execution

• Develop procurement documentation and execute procurement processes in line with Qld Government legislation and University procurement policy

• Write project proposals, reports and communications for senior University committees, forums and stakeholders.

• Lead working parties for solution evaluation and work in collaboration with other eLearning support units.

• Provide expert advice to other Org Units on procurement of IT resources, and project scope

• Administer the planning, implementation and deployment of new and emerging technologies associated with the University e-Learning programme, inclusive of stakeholder communications, user requirements identification, support and training coordination, and evaluation processes.

• Liaise between end users and development, support and training staff to ensure optimisation of the product environment.

• Translation of client requirements into technical requirements. Promote eLearning services and products to the wider UQ community. Facilitate the provisioning of value add advice to the UQ client base where feasible, inclusive of the suitability of products and services for the client’s business. Maintain up-to-date knowledge of services.

• Manage senior resources relating to the programme and ensure that time and resources allocated to the programme in position descriptions and funding agreements are sustained.

• Report on project activities to the various committees and forums at the University.

• Maintain operational procedure documentation.

• Maintain ongoing positive communications with UQ academic and teaching staff, support unit managers, and product suppliers through the development of a formal communications plan, regular consultation and survey/polling to gather feedback.

• Translate client requirements into technical requirements, and services. Promote eLearning services and products to the wider UQ community. Facilitate the provisioning of value add advice to the UQ client base where feasible, inclusive of the suitability of products and services for the client’s business. Maintain up-to-date knowledge of services.
**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 Manager, eLearning and Systems Support.
SELECTION CRITERIA

**Essential**

- Postgraduate qualification or progress towards postgraduate qualifications in IT management, project management, and/or related discipline with extensive relevant experience; OR an equivalent combination of education, extensive experience and training.
- Demonstrated knowledge of project management techniques, tools and methodologies, covering all phases of the project lifecycle.
- Sound knowledge and practical experience in eLearning practices and industry trends.
- Sound understanding of procurement processes in line with Queensland Government legislation and University procurement policy.
- Demonstrated experience running large corporate procurement or deployment projects, ideally for eLearning systems.
- Demonstrated ability to understand operational issues in the academic setting, from an academic and technical perspective.
- Excellent interpersonal and communication skills, including negotiation and conflict resolution skills at all levels with a demonstrated ability to build positive, lasting client relationships.
- Excellent analytical and problem solving skills with a proven ability to operate and be innovative in a rapidly changing environment.

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.