POSITION DESCRIPTION

Position Title: Lead Technology Trainer
Organisational Unit: Learning and Research Services
                Library
Position Number: NEW
Type of Employment: Fixed term
Classification: Hew Level 7

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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.

**Organisational Environment**

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 University of Queensland Library has one of the largest collections amongst Australian academic libraries and is by far the largest in Queensland. The collection includes access to 2.4 million book titles (electronic and print) and 148,000 journal titles (electronic and print). Our institutional repository, UQ eSpace, houses over 330,000 items authored or co-authored by UQ affiliated researchers, including more than 196,000 journal articles, 61,000 conference papers, and 19,000 theses.

Information about the Library may be accessed on the Library’s web site at http://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-ug

**DUTY STATEMENT**

**Primary Purpose of Position**

This position is based in the Digital Scholars Hub which supports the:

- digital researcher; (including HDR students);
- digital student;
- digital teacher; and
- digital staff member.

**Duties**

Duties and responsibilities include, but are not limited to:

- Coordinate the training activities of the Digital Scholars Hub to ensure that training offerings meet the needs of UQ students and staff.
- Develop and maintain communication links with a variety of stakeholders across the University to identify training needs of staff and students.
• Coordinate and maintain online training materials on the Library website.

• Oversee the development and delivery of a program of online and face-to-face training courses for University staff (via the University Staff development Program) and UQ students in technologies that support a range of digital literacies.

• Oversee the development and delivery of a program of face-to-face and online training courses for Library staff as part of the Library’s staff development program to support the development and maintenance of digital literacies.

• Monitor, evaluate and report on the effectiveness of identified staff and student training programs, including externally produced online training programs and those delivered by the Library, through the application of quality assessment procedures, client feedback and program assessment.

• Participate in teams responsible for the implementation of technology projects and develop documentation related to environmental changes in the Library’s IT infrastructure.

• Coordinate and maintain IT troubleshooting and documentation resources on the Library’s intranet webserver.

• Supervise casual training staff and monitor the staffing budget in conjunction with the Associate Director, Digital Scholars Hub.

• Any 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 the Senior Librarian

SELECTION CRITERIA

Essential

- A degree (preferably in IT or in Information Science related applications) or a combination of relevant experience and/or education/training
• Demonstrated networking skills and the ability to build collaborative relationships with varied stakeholders

• Proven ability to manage a diverse workload

• Ability to supervise, coach and develop the capacity of a diverse team

• Training experience in a range of technologies and proven ability to learn new systems and deliver training programs in these systems

• Experience in training needs analysis, development, delivery and assessment of instructional or education training programs for adults.

• Demonstrated expert ability to support and train others in the use of common applications and platforms required by staff and students to present their research

• Sound knowledge of or the ability to rapidly acquire knowledge of University and Library policies, procedures and documentation.

• Excellent interpersonal, communication and consultative skills.

• Ability to work flexibly in a changing environment.

Desirable

• Certificate IV in Training and Assessment (TAE40110)

• Experience in a research or academic library environment

Please note:

• The University of Queensland Library reserves the right to transfer staff to any of its services.

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 Human Resources Advisor (central-hr-advisory@uq.edu.au).