POSITION DESCRIPTION

Position Title: eLearning Program Manager (Training)

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

Position Number: 3023937

Type of Employment: Full Time / Fixed Term until 23 August 2019

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 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 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 position provides project and change management for key eLearning training projects within the Elearning Systems and Support team in Library. The position is also responsible for managing training and change related elearning services, including operational coordination of training staff.

Duties

Duties and responsibilities include, but are not limited to:

- Manage a program of projects to build and enhance elearning services for The University of Queensland. This includes
  - Administering 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
  - Liaison between end users and development, support and training staff to ensure optimisation of the product environment
• Writing reports on eLearning activities to be delivered to the senior committees of the University
• Presenting on behalf of Library at faculty and school level and inter-unit committees where required by the Manager, Elearning Systems and Support

• Analysis, design, implementation, and maintenance of elearning based information technology systems and infrastructure. This includes
  o Evaluation of new functionality for eLearning
  o Maintenance of ongoing positive communications with UQ academic and teaching staff, Library Service Providers and IT Managers, Library service and product suppliers through the development of a formal communications plan, regular consultation and survey/polling to gather feedback
  o Collaboration with other organisational units including faculties, ITaLI and the ITS.
  o Develop training materials and resources for eLearning tools

• Develop the eLearning training plan based on agreed objectives and initiatives, and deliver on the plan, reporting on KPIs

• Consult on the technical aspects of eLearning technology to clients. This includes coordinating the eLearning showcase day for new staff, managing the delivery of the fortnightly eLearning newsletter to UQ course coordinators and providing leadership to the University around best practice utilisation of eLearning in education.

• Assist the manager in matters of
  o budget preparation,
  o development and improvement of business processes,
  o effective service delivery of eLearning services, including liaison with managers, service and technical staff within Library sections and teams to manage projects and process tasks relevant to eLearning
  o operational direction (including resource allocation and prioritisation of tasks) and mentoring of training staff within the team
  o strategic and long term planning, including managing the growth in demand for eLearning training.

• Investigate, evaluate and report on new equipment, systems, processes and standards.

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
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 Systems and Support and will be required to direct other professional or technical staff on work relating to specific tasks or projects.

SELECTION CRITERIA

Essential
- Bachelor degree in a relevant field, plus postgraduate qualifications or significant progress towards such qualifications. Qualifications must include a teaching qualification at either the bachelor or postgrad level; a Certificate IV in Training and Workplace Assessment (or equivalent); OR an equivalent combination of education, experience and training.

- The candidate will have:
  - knowledge and experience in building and running new eLearning services in a university environment, OR
  - knowledge and experience in building and running new IT services plus knowledge and experience in an education environment.

- Well developed interpersonal skills (including written and verbal communication) and the ability to liaise with staff and external agencies at all levels.

- Demonstrable experience in dealing effectively with clients, including negotiating with internal and external stakeholders.

- Experience and demonstrated ability to manage people, projects, and budgets in the delivery of quality IT services to meet diverse client requirements in a timely and cost-effective manner.

- Ability to integrate a range of support or services for clients.

- Broad knowledge of information technology sufficient to provide high level technical guidance to staff.
• Demonstrated extensive experience in teaching and training, including technical training using a range of approaches to meet the needs of the academic community.

• Extensive experience building online training materials using current techniques.

• Sound knowledge of education techniques (pedagogy), and eLearning systems (Blackboard, Turnitin, Kaltura, Echo), sufficient to provide leadership to the University around the most effective ways to utilise eLearning in education.

• Demonstrated ability to maintain a current working knowledge of relevant emerging technologies, methodologies and best practices.

• Organised and methodical approach to tasks.

• Analytical skills sufficient to assess problems and propose appropriate solutions.

• Must be self-motivated and able to work constructively to objectives with limited guidance in a positive team environment.

• Ability to cope with rapid change and stressful situations.

**Desirable**

• Knowledge and practical experience in eLearning practices and industry trends

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.