POSITION DESCRIPTION

Position Description Classification Approved	Date
Human Resources Branch	24/11/2021

POSITION DETAILS

Position Title:	**Support Consultant**
Position Number:	00024143
Classification:	HE05
Faculty/Division:	Division of Academic and Student Engagement
School/Branch:	Student Experience
Reports to (position title):	Learning Systems Team Leader
Delegations:	N/A
Special Conditions:	• Reasonable workplace adjustments will be made for people with a disability • Out of hours work may be required
Significant Working Relationships:	• Faculties and Schools • Information Technology and Digital Services • Student Services and Administration • External vendors and service providers • Local and international universities

POSITION SUMMARY

The University of Adelaide is a large and successful university in Australia's Group of Eight research intensive universities, distinguished by its international reputation and commitment to innovation and excellence in research and teaching.

The Division of Academic and Student Engagement (DASE) partners with students, staff and the broader community to deliver an outstanding student experience. At the heart of the student experience are transformational opportunities in learning and teaching.

The Student Experience branch is responsible for providing services that deliver an excellent student experience. This includes administrative and support services to students as well as service to, and partnership with, academic staff in the development of a high-quality, engaging and relevant learning environment.
The Student Experience branch is underpinned by two key foundations:
- rich engagement with our student cohorts, clubs and societies to cultivate impactful partnerships; and
- proactive student-centric support across the student lifecycle embedded in the learning and teaching experience to deliver increased student retention and success.

Learning Enhancement and Innovation (LEI) facilitate, collaborate, design and create engaging and flexible student-centric blended and online learning experiences. In partnership, LEI empower academics to teach and students to learn by providing expertise into design and development of innovative pedagogically-driven practices and learning technologies.

Under general direction, the Support Consultant operates as part of a collaborative team and is responsible for resolving digital learning systems enquiries as part of the MyUni Support service by providing specialist technical expertise and basic pedagogic support in digital learning systems. The Support Consultant ensures that the digital learning systems support website, system, user and other documentation and communication channels are maintained. The role also performs functional and user acceptance testing, and general administrative work.

KEY RESPONSIBILITIES

Excellent Customer Service	• Coordinate and take ownership of standard and complex incidents and inquiries. • Provide a consistent high-quality service to the customer from the initial contact through to its closure. • Provide expert advice and support in the use of digital learning systems. • Regularly update customers on progress and escalate matters as required. • Promote consistent practice by providing documented solutions to

	resolved incidents, which can be used by peers.
	• Foster positive and effective relationships with staff, vendors and students.
	• Liaise with Technology Services and vendors to ensure technical issues are appropriately escalated and solutions provided.
Operations	• Actively maintain a solutions knowledgebase which enables consistency of response and knowledge transfer within the support team.
	• Monitor incidents to identify where they become problems and ensure communication to affected customers, support staff and the LEI Unit.
	• Provide functional application support and direct support for the day-to-day management and monitoring of digital learning systems.
	• Take an active role in the development, testing and communication of support materials, such as tutorials, guides and presentations, for teaching staff and students.
	• Ensure all digital learning systems support processes and procedures are applied to work performed.
	• Use specialist knowledge and experience to solve problems.
	• Support Unit members including casual staff by providing training and skill development (e.g. for induction and system upgrades).
	• Undertake the tasks required to ensure the successful operation of learning systems, such as configuration, system updates and issues resolution including preparing documentation.
Continuous Improvement	• Work collaboratively with team and unit members to identify changing stakeholder needs and expectations.
	• Support continuous improvement and adaptation by advising, assisting and influencing others in the processes and work area rules surrounding digital learning systems.
	• Provide support, advice and testing of new and updated learning technologies.
	• Perform user acceptance testing for minor patches, major upgrades, and new functionality in digital learning systems and associated products.
	• Proactively identify and address gaps in functionality and business systems and processes.
	• Take an active role in the development, testing and communication of support materials for teaching staff and students.
Projects	• Represent the learning systems support perspective in projects and committees as required.
	• Proactively support LEI projects and pilots through providing advice, documentation, UAT and support resources.

• Other reasonable duties commensurate with classification level.

PEOPLE MANAGEMENT RESPONSIBILITIES

• N/A

CAPABILITIES AND BEHAVIOURS

Use the Capability Dictionary to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position.

UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

STAFF VALUES AND BEHAVIOUR FRAMEWORK

Our culture is one that welcomes all and embraces diversity consistent with our Staff Values and Behaviour Framework and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff.

SELECTION CRITERIA

Knowledge and Experience:

Essential:
1. Demonstrated experience in providing technical support and advice, with particular focus on supporting teachingand learning applications in a Higher Education environment.
2. Demonstrated commitment to delivering high-level customer service.
3. Ability to problem-solve and engage appropriate technical expertise to resolve incidents.
4. The proven ability to work as part of a team.
5. Well-developed interpersonal communication skills with the ability to effectively develop productive relationships to sustain an excellent customer service culture, and to influence and mentor team members.
6. Ability to adapt to, and thrive in, an environment of constant technical change.
7. Proven record of contributing to and championing a workplace culture aligned with University of Adelaide Staff Values and Behaviours Framework.
8. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations.

Desirable:
1. Experience with Canvas Learning Management System

Qualification/s:
- A degree (such as teaching or IT systems support) with subsequent relevant experience; or
- An equivalent combination of relevant experience and/or education/training.