POSITION DESCRIPTION

Support Officer, LMS & Integrations

Position Summary

The Support Officer, LMS & Integrations plays a key role within the Pro Vice-Chancellor Education & Student Experience portfolio, Innovation pillar, Learning & Digital Environments theme in the Learning Management Systems (LMS) & Integrations team in providing efficient and effective support of UNSW’s learning management systems to ensure optimal operation and usage to maximise the learning and teaching outcomes and experience for UNSW staff and students.

The role supports the maintenance and development of UNSW’s Learning Management Systems and associated applications, and provides comprehensive support, training and guidance to academic and professional staff in the utilisation of these systems. The role works collaboratively within the LMS & Integrations team and with key internal and external stakeholders (particularly with faculties and administrators) in supporting strategic portfolio initiatives and projects in order to enhance and enable the delivery of an exceptional educational student experience.

The role reports to the Manager, Learning Management Systems & Integrations and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Resolve and respond to day-to-day issues and user enquiries related to learning management systems and supported integrations by performing necessary analysis, diagnosis, evaluation and resolution of issues or when appropriate, escalate or re-route to appropriate service providers, vendors and communities.
• Provide front-line primary technical support to end users on LMS and Integration issues and be responsible for responding to, documenting and resolving issues in a timely manner.

• Support all activities related to the maintenance, upgrade or decommissioning of systems, applications and services associated with UNSW’s LMS and associated applications, including all necessary User Acceptance Testing (UAT), documentation of issues, drafting of release notes and related communications.

• Contribute to projects and initiatives related to the development, implementation, and ongoing review of learning management systems to enhance educational delivery and the student experience.

• Liaise with faculty representatives and teaching staff to analyse learning management system needs and dependencies of the client with the university’s strategic direction and play a supporting role in driving innovation from the portfolio as directed by the Manager, LMS & Integrations.

• Coordinate operational services and processes relating to UNSW’s Learning Management Systems to ensure optimal operation and usage, effective issue management and mitigation and excellent client support.

• Provide comprehensive support, training and guidance to academic and professional staff in using UNSW’s Learning Management Systems as well as collaboratively work with the LMS & Integrations team in relation to the development and enhancement of the staff and student experience.

• Contribute to the preparation of reports, documents and training materials, utilising data and information generated from LMS & Integrations activities, platforms and systems.

• With direction from the Manager, LMS & Integrations, support the strategic planning, deployment and evaluation of the learning technologies and applications for the enhancement and assurance of technology enabled learning, teaching, and curricula at UNSW.

• Set priorities and monitor work-flows and systems in support of the delivery of designated projects, activities and initiatives by planning, reviewing, collecting and analysing data, writing and editing documents, including reports, and providing committee support.

• Build, foster and maintain effective working relationships with internal and external stakeholders including staff and teams within in the portfolio, faculties and divisions.

• Contribute to the development, implementation and review of policy, procedures, guidelines and training materials and resources related to UNSW’s Learning Management Systems in accordance with the UNSW and portfolio governance, strategies and objectives.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

**Skills and Experience**

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• Demonstrated ability to contribute to the design and delivery of high quality training programs and resources for academic staff, professional staff and students.
• Demonstrated experience in providing support, guidance and consultation for learning management systems and the provision of technical help desk support.
• Proven ability to work efficiently and with initiative to identify, analyse and resolve technical issues ensuring effective outcomes and process improvements.
• Strong service orientation and client-focused approach, together with high-level interpersonal and communication skills and demonstrated ability to build and maintain positive and professional relationships with staff at all levels and internal and external stakeholders.
• Excellent organisational and time management skills, accuracy and attention to detail, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
• Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
• Demonstrated experience in effective project and technology resource management and experience in participating/contributing to e-learning projects and initiatives.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.