THE UNIVERSITY OF MELBOURNE

Faculty of Arts
eTeaching, Academic Support Office

Loans, Equipment and eTeaching Support Officer

POSITION NO	0034350
CLASSIFICATION	PSC 4
SALARY	$63,707 - $67,613 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers, under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Ms Meredith Hinze Tel +61 834 43573 m.hinze@unimelb.edu.au *Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

The Loans, Equipment and eTeaching Support Officer administers the suite of loan equipment used by staff and students for teaching and learning in the Faculty of Arts. The suite of loan equipment includes high-specification cameras, recording equipment, edit suites and laptops. The incumbent is responsible for making recommendations for use of equipment, equipment and edit suite booking management, training and support in equipment use (including in the classroom), support in the teaching context with AV/ video conferencing tools and other technical support, purchasing equipment/hardware/software, maintenance and asset management, and copyright awareness for digital media materials used in teaching and learning.

1. Key Responsibilities

1.1 EQUIPMENT LOANS, MAINTAINENCE AND AUDIT

- Administer the booking and checking-in/out of the Faculty of Arts loans equipment
- Maintain the equipment loans database and user guides which includes adding and removing equipment details as required
- Ensure all equipment is charged, prepared and in suitable condition at all times
- Provide equipment checks at both ends of loan cycle, accurate record maintenance details and liaise with the wider eTeaching unit to arrange for any necessary equipment repairs, or assist in the purchase process for any new equipment.
- Contribute to customer satisfaction in relation to loan equipment requirements

1.2 EQUIPMENT ADVICE AND ADMINISTRATION

- Maintain a sound knowledge and awareness of all equipment in order to appropriately advise borrowers on fit for purpose use.
- Manage the purchasing, preparation and configuration of new eTeaching equipment and software
- Induct staff on the use of new equipment and maintain knowledge of specialized eTeaching equipment
- Provide technical support, advice and adhoc specialized AV support to teaching staff and students (including digital media transfer and backup assistance)
- Provide support in copyright auditing and related tasks for eTeaching materials
- Provide basic assistance with eTeaching filming/ production on an adhoc basis
- Assist the eTeaching team with technical and administrative support as required
- Administer the booking of and routine checks of the faculty's editing suites /laptops
- Collaborate with functional experts across the University in the development of best practice that meet Faculty requirements supporting continuous improvement and innovation
- Collate the analytic reports on equipment use and present findings to the eTeaching unit

- Compliance and quality assurance management, in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies

2. Selection Criteria

2.1 ESSENTIAL

- Knowledge of IT, audio visual and camera equipment

- Knowledge of Microsoft Office (Word, Excel), Outlook, and digital communication software systems (Adobe Connect, Skype, Zoom).

- Demonstrated service orientation that includes a strong customer focus and effective communication

- Demonstrated ability to operate in a highly organised manner with the capability to manage one's own time and prioritise tasks to meet deadlines

- High level of attention to detail and accuracy in data entry and adhering to documented processes

- Desire and ability to work as part of a team and to develop productive working relationships with a wide range of individuals

- Demonstrated flexible and open minded approach to new challenges as well as an ability to learn and adapt to new systems

2.2 DESIRABLE

- Understanding of video editing software applications (iMovie, Adobe Creative Suite, Avid Media Composer) and digital media transfer

- Experience using equipment booking systems (eg. Checkfront, WASP, Setmore)

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

The incumbent will operate under the general direction of the Manager, eLearning and Teaching. The position requires initiative, flexibility and the ability to prioritise and manage a wide range of activities. The incumbent will exercise initiative and judgement.

3.2 PROBLEM SOLVING AND JUDGEMENT

This position is required to use judgement on work methods and task sequence and use standard practices and procedures to complete their daily work tasks. They will be expected to demonstrate sensitivity and tact when dealing with staff and student equipment issues and in liaising with staff at all levels of the University, and people external to the University.

The incumbent will be required to respond to a variety of equipment issues, often with competing timelines. Exceptional time management skills and the ability to prioritise competing demands are essential.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The position requires a basic understanding of the University's academic and administrative structure. Good organisational skills are essential, including the ability to plan work and prioritise tasks to meet deadlines in a busy work environment. The position will be expected to have knowledge of University policies and procedures relating to IT, equipment loans and maintenance, and follow-up with particular administrative departments to obtain further information or advice.

3.4 RESOURCE MANAGEMENT

This position does not directly manage a budget, but works closely with the Manager, eLearning and Teaching who is responsible for budgets. The incumbent will assist with the management of equipment resources including audio visual and IT equipment.

3.5 BREADTH OF THE POSITION

The position covers a range of routine and some non-standard tasks, relying on an understanding of the University's mission, goals and structure and of University policy and procedures relevant to the department's management of equipment loans and maintenance. The incumbent is required to liaise with academics, professional staff and students across the University and with external service and equipment providers.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

The eTeaching unit sits within the Academic Support Office in the Faculty of Arts and offers training, support and resources to staff and students. A priority for the unit is to support academic staff who wish to explore and incorporate eTeaching technologies using a mixture of blended learning, online collaboration, video channels, blogs, wikis, social networking, eBooks and embedding online tools. A disciplinary lens focus is applied, ensuring that the use of technology and tools are relevant and follow best practice approaches for interactive and active learning in the humanities and social sciences.

6.2 BUDGET DIVISION

The Faculty of Arts is at the forefront of teaching and research in the languages, humanities and social sciences fields in Australia and in many cases internationally. Founded in 1853, it is one of Australia's oldest and largest faculties with approximately 400 staff and 7000 students - 6000 undergraduates and 1000 postgraduates – engaged in over 900 subjects in more than 40 areas of study. Over 600 international students from more than 50 different countries representing five continents are currently studying towards degrees offered in the Faculty.

As Australia's premier Arts faculty, it aims to provide an exciting, high-quality intellectual environment that will attract the best students and staff across a wide range of disciplines.

The Faculty of Arts maintains strong connections with leading international universities through research collaborations and student exchange programs, and nurtures relationships with government, not-for- profit and private organisations through student internship placements, research projects and community engagement.

As well as housing the Graduate School of Humanities and Social Sciences and the Melbourne School of Government, the Faculty of Arts also comprises five academic schools:

- Asia Institute
- School of Culture and Communication
- School of Historical and Philosophical Studies
- School of Languages and Linguistics

▸ School of Social and Political Sciences

Our students and staff are supported by business units within the Faculty including:

▸ The Office of the Dean and Faculty Executive Director

▸ The Academic Support Office

▸ The Strategy, Planning and Resources Unit

▸ The External Relations Unit

▸ The Research Office

▸ The Human Resources Office

For more information on the Faculty please see www.arts.unimelb.edu.au

6.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities. Further information about our reputation and global ranking is available at http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide range of knowledge-based industries.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded. Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers.

6.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. http://about.unimelb.edu.au/strategy-and-leadership

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant

advancement in the excellence and impact of its research outputs.
http://research.unimelb.edu.au/our-research/research-at-melbourne

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

▸ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

▸ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

▸ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at http://www.unimelb.edu.au/unisec/governance.html.