Position Description
Support Services Officer,
Educational Technology Services
Pro Vice-Chancellor (Education)

Position Number: 61868
Position Title: Support Services Officer,
Educational Technology Services
Date Written: June 2017

Faculty / Division: Deputy Vice-Chancellor
(Education)
School / Unit: Pro Vice-Chancellor (Education)
Position Level: Level 7

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.

Please refer to the UNSW Behavioural Indicators for the expectations of your career level (Level 7).

Demonstrates Excellence	Drives Innovation	Builds Collaboration	Embraces Diversity	Displays Respect
Delivers high performance and demonstrates service excellence	Thinks creatively and develops new ways of working. Initiates and embraces change	Works effectively within and across teams. Builds relationships with internal/external stakeholders to deliver outcomes	Values individual differences and contributions of all people and promotes inclusion	Treats others with dignity and empathy. Communicates with integrity and openness

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Division of the Deputy Vice-Chancellor (Academic) is a large portfolio covering a wide range of activities supporting the student experience, the needs of academic staff and international operations.

Within the DVC(A) Division, the Pro Vice-Chancellor (Education) Portfolio provides leadership in the development and implementation of strategic initiatives in learning and teaching through the enhancement of approaches to curriculum design and delivery, the effective use of online technologies, the design and management of effective learning environments for students and the development and renewal of academic policies and quality assurance processes. The Portfolio works collaboratively with the faculties, schools and divisions to implement the 2025 Strategic Plan and drive enhancements to the student experience, educational and career outcomes.

The Educational Technology Services Team forms part of the Educational Delivery Services within the PVC(E)'s portfolio and is responsible for managing and supporting UNSW systems, applications and services used by staff and students to prosecute their teaching or learning, (i.e. the UNSW Technology Enabled Learning and Teaching platform/ TELT platform). The TELT Platform consists primarily of:

- Learning Management Systems (LMS) such as Moodle, FutureLearn, Coursera, OpenLearning and associated external tools.
- Educational Media Systems (EMS) such as Lecture Recording Service (Echo360), the Box media delivery service, Web Conferencing Tools (Blackboard Collaborate and VoiceThread).

The Support Services Officer, Educational Technology Services, is responsible for supporting and contributing to the operations of the University TELT Platform and associated applications to enhance and enable teaching and learning. In addition, the role is chiefly responsible for supporting the Manager, Educational Technology Services in the efficient and effective operations, support and development of the University's TELT Services and Support Infrastructure (TSSI) to ensure optimal operation and usage of these systems and services as part of maximising learning and teaching outcomes and experience for UNSW staff and students.

The Support Services Officer, Educational Technology Services will report to the Manager, Educational Technology Support Services but will also be working closely and collaboratively with the other Managers and Support Services Officers in the Educational Technology Services Team to support the delivery of PVC(E) projects and initiatives and to maintain current business knowledge across all team functions. The position has no direct reports.

All Support Services Officers in the Educational Technology Services Team are expected to work across teams and share support services responsibilities within the Team as required.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Under the direction of the Manager, Educational Technology Support Services, co-ordinate operational services and processes relating to the University's TELT Services and Support Infrastructure (TSSI) to ensure optimal operation and usage, effective issue management and mitigation and excellent client support at all times.

- Investigate day-to-day issues and user enquiries relating to the TSSI and perform necessary analysis, and liaison between service providers, vendors and communities to resolve or escalate them as required to ensure client satisfaction and business continuity.

- Support and contribute to all activities relating to the establishment, upgrades, maintenance or decommissioning of systems, applications and services associated with the University TELT Platform, including all necessary User Acceptance Testing (UAT), change management and stakeholders' engagement activities to ensure effective communications and support, business continuity and minimum disruption to learning and teaching.

- Provide and contribute to the collection and analysis of data pertaining to the operation, use, quality and performance of the University TSSI and provide regular management reports to enable evidence-based strategic and operational planning of further development.

- In collaboration with the Educational Technology Services Team, contribute to the development, maintenance and enhancement of all TELT Platform training materials and resources.

- Participate, as required, in research, evaluation and development activities and projects associated with the identification and/or trialling of candidate systems, applications or services to be incorporated into or replace existing systems/applications or services on the TELT Platform.

- Undertake other duties appropriate to the role's classification, as required by the Manager, Educational Technology Support Services and the Senior Manager, Educational Technology Services.

- In collaboration with the Manager, Educational Technology Support Services and the Senior Manager, Educational Technology Services, manage projects and initiatives related to the development, implementation, ongoing review and improvement of the University TELT Services and Support Infrastructure to ensure optimal operation and usage of these systems and services as part of maximising learning and teaching outcomes and experience in the University.

- Contribute to the development, implementation and review of policy, procedures, guidelines and training materials and resources related to the development and use of the University's TELT Platform in accord with the University and PVCE's Unit strategy.

- Work with the Senior Manager, Educational Technology Services and the Educational Technology Services Team to 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.

- Provide "subject matter expert" advice and support to the Manager, Educational Technology Support Services and the Senior Manager, Educational Technology Services in relation to the development and enhancement of the University's TSSI and contribute to the development and implementation of the PVCE's Unit strategies associated with the TELT Platform.

- Establish, develop and maintain positive and collaborative working relationships with external and internal stakeholders including UNSW Faculties and Schools, IT, external contracts, contractors and suppliers.

- 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 and safety of yourself or others.

SELECTION CRITERIA

- University degree in a relevant field or an equivalent level of knowledge and experience gained through a combination of education and training.

- Demonstrated experience in supporting the use and integration of educational technologies and media in curriculum design and digital content/resources, including web-based educational systems and in the provision of technical help desk support.

- Excellent organisational and time management skills, including the ability to effectively manage multiple tasks and conflicting deadlines.

- High-level problem-solving skills and demonstrated ability to exercise initiative to pursue and develop innovative solutions to enhance services and processes.

- Strong service orientation and "client" focus together with excellent interpersonal and communication skills and the ability to build and maintain positive and professional relationships with staff at all levels and internal and external stakeholders.

- Demonstrated ability to work autonomously and to contribute positively as a team member.

- Demonstrated understanding of learning theories, pedagogical practices and their relationship to emerging educational technologies.

- Current technical knowledge and operational understanding web design and media development tools and environments to develop e-learning resources, including Web 2.0 technologies, web scripting, visual and graphic design tools and screen capture tools, as well as excellent computing skills in the use of Microsoft Office suite of products.

- Demonstrated experience in designing, developing, and reviewing e-learning content and blended learning solutions for training material and web-based resources to support end-users of educational technologies and applications.

- Demonstrated capacity for institutional and evaluative research and effective report writing.

- Demonstrated capacity for effective project and resource management and experience in participating/ contributing to e-learning projects and initiatives.

- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

> *It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*