

POSITION DESCRIPTION



Student and Scholarly Services
Chief Operating Officer Portfolio

Digital Assessment Technology Consultant

POSITION NUMBER	0049122
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 6 - \$83,301 - \$90,170 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Fixed term available for 3 years
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Jeremy Goh Tel +61 3 3035 8762 jeremy.goh@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville 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. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University's budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University's business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Digital and Data
- Finance
- Legal and Risk
- Operational Performance Group
- Property
- Research, Innovation and Commercialisation
- Student and Scholarly Services

STUDENT AND SCHOLARLY SERVICES

Student and Scholarly Services provides student administration and services from recruitment and point of enquiry to graduation. This team also delivers wellbeing and scholarly services to students and staff.

LEARNING ENVIRONMENTS

Learning Environments is the central teaching and learning support group enabling the University's scholarly and learning community to enrich and extend academic achievement through the effective use of world-class learning environments, technologies and media.

For more information about us, visit: <https://le.unimelb.edu.au/>

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.

ABOUT THE ROLE

Position Purpose:

The Digital Assessment Technology Consultant role will provide specialist professional support for the Learning Environments Portfolio of Educational Technologies, including Flexible Academic Programming (FlexAP) projects. The position will primarily provide expert and responsive user support and consultation to staff, assisting teaching staff understand and apply effective educational strategies to enhance learning, teaching and assessment practices with the LMS and other educational technologies. To deliver and support these strategies, the position will also assist with service delivery management tasks and

responsibilities in relation to digital assessment, including academic consultation, business process and technical integrations with source information and dependent systems, including supporting end user integrations with other educational technologies.

Reporting line: Manager, Academic and Learning Systems

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #0

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Learning Environments supports all Campuses, Faculties, Schools, Departments and affiliated Institutes of the University in their learning and teaching and the provision of the University's Central Educational Technology Portfolio.

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Undertake day to day support operations and consultations required to support digital assessment within courseware, content management, subject sites and related course and subject services delivered through the University's LMS and other online enterprise systems according to the University's teaching and learning strategic directives
- Assist teaching staff with the planning and execution of digital assessment solutions to ensure the effectiveness of using technology in learning, teaching and assessment
- Produce digital assessment support materials and resources and deliver staff development through consultations, workshops and information sessions
- Liaise with Infrastructure Services and vendors as necessary on routine operational processes to maintain a sustainable and contemporary online learning environment
- Actively contribute to projects related to enterprise learning systems in relation to digital assessment requirements, in collaboration with teams from IS and LE
- Contribute to the development of an active community of practice at the University for users of learning, teaching and assessment technologies.

- Contribute to user-focused service delivery for the LMS, in accordance with agreed procedures and service targets/Service Level Agreements (SLA). This includes maintaining a very high standard of responsiveness for user liaison, training and communications, and actively participating in the promotion and marketing of the service.
- Contribute to organisational effectiveness by: working in a transparent and consultative manner; sharing personal knowledge and technical expertise; undertaking assigned development activities; maintaining co-operative working relationships with colleagues; and seeking and responding to feedback

Selection Criteria:

Education/Qualifications

1. The appointee will have: An appropriate tertiary qualification with strong relevant experience or an equivalent combination of relevant experience and/or education/training

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. Demonstrated ability to support and provide consultation for educational technologies
4. Demonstrated knowledge of pedagogical theories and practice as they apply to digital assessment
5. Ability to develop and implement practical and sustainable solutions in a high-pressure support environment, particularly in response to user support requests, and to generally improve outcomes for users in the implementation of digital assessment
6. Knowledge of the meaningful utilisation of system information and analytics in order to maximise the potential of academic use of learning technologies, particularly the LMS, and to contribute to quality improvement processes
7. Demonstrated knowledge of industry trends and active participation in keeping up-to-date in current application of technologies to learning, teaching and assessment
8. Demonstrated ability to manage personal workloads within a highly productive operational and strategic team that seeks to generate high levels of client satisfaction

Desirable:

1. Experience working in a university context, with sound knowledge of the operational and strategic implementation of university academic policies and procedures.
2. Experience with Canvas, Turnitin, Turnitin Peermark, Poll Everywhere, Qualtrics, Kaltura, Examsoft and other University digital assessment technologies
3. Knowledge and experience of workplaces tools such as Jira, Trello, Slack, and other collaborative apps.

Other job-related information:

Occasional out of hours work may be required for service and system maintenance reasons, and occasional domestic or international travel may be needed to attend vendor or academic or industry group conferences, user groups or seminars.