Position description

Federation
UNIVERSITY·AUSTRALIA

Position title:	**IT Training Officer**
School/Directorate/VCO:	**Information Technology Services (ITS)**
Campus:	**Mt Helen Campus. Travel between campuses will be required.**
Classification:	**Within the HEW Level 6 range**
Employment mode:	**Fixed-term appointment**
Probationary period:	**This appointment is offered subject to the successful completion of a probationary period.**
Time fraction:	**Full-time**
Recruitment number:	**849183**
Further information from:	**Mr Ben Cushing, Manager Service Support, Information Technology Services** **Telephone: (03) 5327 6579** **Email: b.cushing@federation.edu.au**
Position description approved by:	**Ms Sahar Oujil, Director, Information Technology Services**

This position description is agreed to by:

_____   _____   _____

Employee name   Signature   Date

The University reserves the right to invite applications and to make no appointment.

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![Federation University Australia logo]

Position summary

Federation University Australia is currently embarking on an International Admissions Project, which incorporates the implementation and user adoption of a new admissions system and new work procedures for a range of university staff.

The IT Training Officer is a key member of the International Admissions Project and is responsible for transitioning end users to the new admissions system. They are responsible for the development, coordination, and delivery of tailored training for the end users including professional, academic, and partner staff to facilitate the efficient and effective delivery of the new admissions system and the international admissions process.

The IT Training Officer is required to develop end-user transition strategies, and work with stakeholders to develop and maintain the quality of the business digital literacy as the change champion and subject matter expert.

The position works closely with relevant ITS members and the project team to understand and translate the end-user application requirements into training and procedure materials ensuring user adoption and efficient use of the new system.

Travel may be required to Melbourne, Interstate and Overseas (India, China) to deliver end user training and offer support during the launch.

Key responsibilities

Contribute to the International Admissions Project by working collaboratively with members of the business and the ITS project team to provide subject matter expert advice on training, user adoption, and engagement strategies.

1. Perform training needs analyses to determine digital literacy requirements of the organisation against the nominated technologies and their capabilities. Plan and develop appropriate training strategies for staff within the University using in-house-developed user support documentation.

2. Ensure user adoption through the provision of staff training opportunities by the development and co-ordination of training and knowledge content including online, flexible delivery, and self-help resources.

3. Enhance staff digital literacy levels by co-ordinating, developing and delivering effective work-based training courses for staff and assessing the outcomes of the training courses for continuous improvement.

4. Promote the key strategic objectives of the project to the end-user cohort as change champion, ensuring a smooth transition in a supported environment with the development of an engagement and communication plan.

5. Contribute to the continuous improvement of University processes by identifying appropriate uses of technology to bring about efficiency gains in business processes and workflow and making recommendations to the ITS project team.

6. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: https://federation.edu.au/about-us/our-university/strategic-plan.

7. Undertake the responsibilities of the position adhering to:

   - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;

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- Equal Opportunity and anti-discrimination legislation and requirements;
- the requirements for the inclusion of people with disabilities in work and study;
- Occupational Health and Safety (OH&S) legislation and requirements; and
- Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The IT Training Officer reports under broad direction to the Manager, Service Support and works collaboratively with project team members to enhance staff digital literacy levels by co-ordinating, developing, delivering and assessing effective business training courses for a diverse range of University staff.

The Training Officer is responsible for the analysis of end user training needs, the development and delivery of business training plans and adoption strategies for the International Admissions Project.

The position will also develop the end user engagement and communication plans and will act as project change champion ensuring system adoption and transitioning end users to the admissions system.

Training and qualifications

Completion of a degree in Information Technology or relevant field of practice and/or extensive recent experience in supporting business initiatives providing change management, training and development along with formal training qualifications or an equivalent combination of relevant recent experience and/or education/training.

A Certificate IV in Training and Assessment (or equivalent) and experience in the Higher Education sector will be highly regarded.

Position/Organisational relationships

The IT Training Officer will have a depth of expertise in work-based training and change management, and is responsible for working collaboratively with project team members in the development and implementation of training, communication and engagement plans.

The position is also responsible for working collaboratively with other staff as the subject matter expert providing advice on user adoption and engagement strategies.

The IT Training Officer is responsible for establishing and maintaining relationships with University stakeholders and external onshore and offshore partners.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree in Information Technology or relevant field of practice and/or extensive recent experience in supporting technical initiatives providing change management, training and development along with formal training qualifications or an equivalent combination of relevant recent experience and/or education/training.

    Knowledge of StudyLink or other admissions systems highly regarded but not critical.

    A Certificate IV in Training and Assessment (or equivalent) and experience in the Higher Education sector will be highly regarded.

2. Demonstrated experience in planning, development, co-ordination, and delivery of collaborative technology training for groups or individual adult learners in order to meet organisational needs.

3. Demonstrated organisational skills, including the demonstrated ability to manage concurrent tasks, using high level analytical and problem solving skills.

4. Demonstrated ability to promote and achieve user adoption in technologies including the demonstrated capability to identify opportunities to use technology to improve business outcomes.

5. Demonstrated ability to gather and analyse information from a range of sources and to provide informed recommendations, including the ability to draft reports and other communications for different audiences.

6. Demonstrated communication, interpersonal and negotiation skills, including proven experience and ability to work effectively in a team and contribute to a positive and safe workplace culture.

7. Demonstrated ability to comply with the travel requirements of the role including the ability to meet the visa requirements required to travel to India and China.

8. Demonstrated experience working as a trainer, working on projects and the ability to work collaboratively within a project team and engage with external partners.

9. Demonstrated alignment with the University's commitment to child safety.

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.