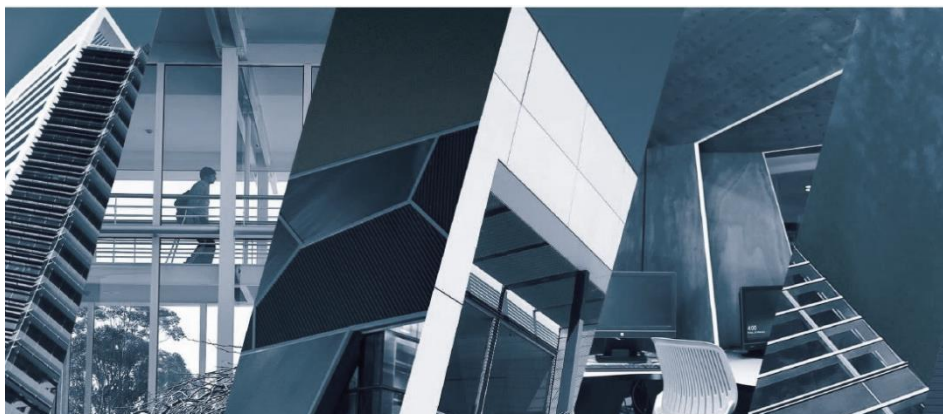# Federation University

Position Description

Position title:	Learning and Teaching Support Officer
School/Directorate/VCO:	Centre for Academic Development
Campus:	Mt Helen, Berwick or Gippsland. Travel between campuses may be required.
Classification:	Within the HEW Level 5 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Mandatory directions	Directions from Victoria's Chief Health Officer require all Victorian-based Federation University workers to be fully vaccinated, unless they are an Excepted Person as defined by the COVID-19 Mandatory Vaccination (Workers) Directions.
Further information from:	Mr Cameron Maher, Senior Learning and Teaching Support Telephone: (03) 5327 6264 Email: ca.maher@federation.edu.au
Recruitment number:	851562

Position summary

The Learning and Teaching Support Officer is responsible for providing support to University staff developing and delivering Blended and Online programs utilising the University's approved eLearning application architecture and associated learning technologies.

The position will provide day-to-day support to staff and students using Federation University's learning technologies to deliver or participate in flexible, online and face-to-face programs.

The Learning and Teaching Support Officer will play a critical role in supporting teaching staff in their use of Federation University's available learning technologies by providing assistance in their use as aligned with BOLD learning and teaching standards.

Portfolio

The Centre for Academic Development (CAD) works collaboratively across the university to support, enhance and advance learning and teaching practices.

As a Centre, we support quality teaching practices, support quality learning through embedding student academic support, enhance learning and teaching practices through professional development as well as enhancing learning and teaching through quality course and curriculum design. We also support quality, sustainable digital resources and recognise teaching excellence. Furthermore, we advance learning and teaching through scholarship and research and advance learning and teaching through academic projects and partnerships.

Position description
Learning and Teaching Support Officer

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Monitor job requests within the job logging system, troubleshoot and provide a timely resolution of eLearning support requests and incidents in collaboration with the ITS Service Desk, teaching staff, students and other relevant stakeholders.

2. Support the administrative functions within the Learning Management System, ePortfolio, Video Capture & Streaming Server, Virtual Classroom, Plagiarism Prevention, and Learning Content Repository by responding to routine support requests and incidents, making minor amendments to user permissions and configurable items.

3. Undertake a range of operational tasks to assist staff and student use of learning technologies. This includes but is not limited to the establishment of course shells (where not otherwise automatically created) and enrolment of teaching staff in the Learning Management System (LMS), archiving and restoring content, and the establishment of virtual classrooms.

4. Promote skill development in the University community on the use of learning technologies by producing and contributing to the development of instructional resources for staff and students.

5. Undertake introductory training sessions to teaching and professional staff, and students in the technical knowledge required to use learning technologies in alignment with BOLD learning and teaching standards.

6. Work collaboratively with learning designers to provide assistance to teaching staff in the appropriate day-to-day use of learning technologies as aligned with BOLD learning and teaching standards.

7. Participate in eLearning program and course development projects and contribute via configuration of learning technologies to enable students to acquire skills, knowledge and practice the application of skills and knowledge in blended and/or online delivery modes.

8. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.

9. Undertaking the responsibilities of the position adhering to:

   - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;

   - 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 Learning and Teaching Support Officer works under the general direction of the Senior Learning and Teaching Support Officer. The position will use technical knowledge to resolve basic to intermediate support requests in accordance with existing CAD policies and standards and participate in cross-functional teams undertaking eLearning BOLD enablement projects.

Problem solving will be a necessary part of the role involving the timely resolution of issues users have with the systems. More complex support requests and incidents will be resolved by collaborating with other team members and the Senior Learning and Teaching Support Officer. The position will also undertake a range of introductory training to university staff using a variety of training methods and resources.

The position requires a technical knowledge of the provision of learning technology support and eLearning development in a higher education context. The position will have technical skills across a range of learning and teaching technologies and knowledge of their application in learning and teaching. The role will need to be aware of the operational and staff/student impact of learning technology support requirements.

The Learning and Teaching Support Officer may also contribute to the delivery of small scale eLearning development or enhancement projects involving cross functional teams within CAD and institutes as directed.

Position and Organisational relationships

The Learning and Teaching Support Officer will report to the Senior Learning and Teaching Support, or as delegated by the Manager, Learning & Teaching Technology Support and or the Dean, Learning and Teaching.

The position contributes to the quality and seamless delivery of educational programs offered by the University. They will contribute to the learning and teaching environment provided by the University by providing support to academic staff and will support the enhancement of the University's capacity to deliver quality teaching programs.

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:

Training and qualifications

1. Completion of:

   - a degree in Information Technology or Business or Education without subsequent relevant work experience; or
   - an advanced diploma qualification and at least 1 years subsequent relevant work experience; or
   - a diploma qualification and at least 2 years subsequent relevant work experience; or
   - an equivalent combination of relevant experience and/or education/training.

Experience, knowledge and attributes

2. Demonstrated experience in the provision of learning technology support and eLearning development in a higher education context including the timely resolution of eLearning related incidents and support requests.

3. Demonstrated experience in supporting and administering a range of learning technology software applications (e.g. Moodle, Mahara, Turnitin, Kaltura, Adobe Connect, Equella and Microsoft Office 365 suite) and their use in development and delivery of blended/online learning.

4. Demonstrated capacity to undertake routine technical tasks within Learning Management Systems such as user administration, section creation and import and export of data and reports.

5. Demonstrated experience in undertaking basic staff professional development in the use of learning technologies to support sound pedagogical models and practices.

6. Demonstrated experience in developing entry level support resources to assist staff and students in the sound adoption of learning technologies into their teaching practices.

7. Demonstrated commitment to quality customer service, including providing advice and support to a diverse range of stakeholders.

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

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

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.