

### Details

Area	Faculty of Arts and Education
Team	Centre for Future Defence and National Security
Location	Australian War College, Canberra
Classification	HEW level 5
Reports to	Head of Teaching and Learning

### Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

### Overview

The Officer, Learning Technology Support is responsible for strengthening the learning technology approach delivered for courses at the Australian War College. The position will provide learning technology support for the delivery of courses delivered by the Centre for Future Defence and National Security, Deakin University in Canberra. These include the Master of Military and Defence Studies and the Master of National Security and Strategy. The position will work closely with the Head of Teaching and Learning and the Senior Officer, Learning Technologist to implement an overarching strategy for the use of technology to support learning outcomes and will provide dedicated advice and support to staff and students.

Reporting to the Head of Teaching and Learning the Officer, Learning Technology Support will work closely with the Deakin Director; Deputy Director/Head of Teaching and Learning; Senior Officer, Learning Technologist; academic staff and the Defence Course leadership; unit coordinators; and students to

- Coordinate and prepare suitable learning resources to support the courses.
- Contribute to process improvement activities and adopt new ideas, approaches and changes to work practices to enable the enhancement of learning assets and materials for units and courses based on agreed approach and best practice principles.
- Generate new ideas and shares those ideas with others in the work area to improve process and practice
- Maintain knowledge of and seek to understand the evolving digital landscape and keep abreast of trends and new technologies to provide effective support to staff in the implementation of digital technology for learning activities in a dynamic working environment.
- Understand local processes, prepare standard documents, manage records, regularly track progress of work tasks and identify key issues
- Deliver effective and efficient outcomes and outputs against team and operational work plans.
- Build new and productive relationships with a diverse range of potential students, stakeholders or key and influential individuals both inside and outside the University.

### Accountabilities

- Coach, guide and support team members as needed to deliver against individual, team and University goals and recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others.
- Role model professional and ethical behaviours. Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate.
- Clarify expectations and respond promptly to customer requests, queries, or complaints to ensure customer needs are met to agreed standards and timelines and seek to understand the audience by increasing knowledge of a diverse range of communication needs.
- Presents information in a clear and structured way and communicates concisely by focusing on key messages and checks that messages delivered are understood and tailor communication style and message according to audience needs
- Actively seek to maintain positive relationship and support team members in times of pressure and change and build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships.

- Take personal responsibility for meeting goals and objectives and for contributing to an inclusive team environment and take an organised and methodical approach to work, regularly plan time (workday / week / month) according to workload and track progress of work tasks.
- Engage in process improvement activities and adopts new ideas, approaches and changes to work practices and deliver effective and efficient outcomes and outputs against team and operational goals.
- Shows initiative and proactively steps in to do what is required to achieve goals and contribute feedback and suggestions and identify situations in which change is needed.

### Selection

- Completion of a Degree without subsequent relevant work experience; or
- An equivalent combination of relevant experience and/or education/training in the areas of information technology, education or learning technology.
- Experience with developing, adapting and implementing digital tools to support student learning.
- Experience in the use of and supporting online learning content development tools and platforms such as online classroom environments and assessment and evaluation tools (e.g. Moodle, Google Apps for Education).
- Experience in administration and related activities in a large organisation with complex administrative structures, policies, and procedures.
- Experience in operating in a high-pressure diverse environment, involving face to face, phone, and written issue.
- Experience providing services and support in a large organisation.
- Demonstrated ability to work within a team environment with a self-motivated and pro-active approach and the ability to multi-task/prioritise activities to achieve required outcomes.
- Demonstrate well-developed communication and interpersonal skills with the ability to translate technical issues and solutions into plain language for a non-technical audience to understand.

### Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Growth Mindset** open to learning and new experiences, invests in development.
- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Plans work** plans the delivery of work while balancing priorities and resources.

### Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time to Victoriano attend conferences, events and to represent the university.
- This position will require the incumbent to obtain a Defence Common Access Card (DCAC) for base access.
- This position requires the incumbent to hold a current National Police Record Check.

### Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.