# Senior Manager, Educational Technology Services
# Pro Vice-Chancellor (Education)

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| *Position Number: 59478*<br>*Position Title: Senior Manager, Educational Technology Services*<br>*Date Written: May 2018* | *Faculty / Division: Deputy Vice-Chancellor (Academic)*<br>*School / Unit: Pro Vice-Chancellor (Education)*<br>*Position Level: Level 10* |

## 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 (10).

| Demonstrates Excellence | Drives Innovation | Builds Collaboration | Embraces Diversity | Displays Respect |
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| 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 and the needs of academic staff.

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 form part of the Educational Delivery Services within the PVC(E)'s portfolio and is responsible for managing and supporting UNSW Sydney educational systems, applications and services used by staff and students to prosecute their teaching or learning. The Educational Technology systems and services consists primarily of:

- Learning Management Systems (LMS) such as Moodle, FutureLearn, Coursera, OpenLearning and associated external tools.
- Educational Media Systems (EMS) such as Lecture Recordings Plus Service, the Box media delivery service, Web Conferencing Tools (Blackboard Collaborate and VoiceThread).
- Educational Technology Support including training and development for all UNSW Sydney staff and students.

The Senior Manager, Educational Technology Services is responsible for leading, managing and co-ordinating the UNSW Sydney Educational Technology strategic initiatives and operations of support and services associated with the systems, applications and technologies, to ensure that they enable and enhance teaching and students' learning experience.

The Senior Manager, Educational Technology Services reports to the Director, Educational Delivery Services and has three direct reports:

- Manager, Learning Management System (LMS).
- Manager, Educational Media Systems (EMS).
- Manager, Educational Technology Support Services.

In addition, the Senior Manager, Educational Technology Services manages contract or casual staff associated with the development and deployment of learning technologies projects for which the position is responsible.

## RESPONSIBILITIES

Specific responsibilities for this role include:

- Support the Director, Educational Delivery Services, and collaborate with the PVC (E)'s Senior Management Team to deliver the strategic planning, deployment and evaluation of the educational technologies, application and services to enhance and quality assure educational technology in learning, teaching, and curricula at UNSW Sydney.

- Provide high level advice and support to the Director, Educational Delivery Services on the strategic and operational aspects of UNSW Sydney's Educational Technology Services and Support.

- Manage and oversee the day-to-day operations and business processes necessary to deliver and maintain services deployed on the UNSW Sydney's Educational Technology Services and Support and the substantial digital presence associated with learning and teaching, ensuring they meet the requirements of the University strategy and reflect industry best practices.

- Manage and oversee all activities relating to Educational Technology lifecycle including but not limited to the establishment, upgrade, maintenance or decommissioning of systems, applications and services associated with the Educational Technology Services, including all necessary change management, vendor relationships and stakeholders' engagement activities to ensure effective communications and support, business continuity and minimum disruption to learning and teaching.

- Lead the development, implementation, ongoing review and improvement of the University's Learning Management System (LMS), Educational Media Systems (EMS) and its Educational Technology Support Infrastructure (ETSI) to ensure optimal operation and usage of these systems and services to maximise learning and teaching outcomes and experience.

- Manage and oversee data collection and analysis processes pertaining to the operation, use, quality and performance of the University's LMS, EMS, and ETSI to ensure evidence-based strategic and operational planning of further development of Educational Technology Services ecosystem.

- In conjunction with the Director, Educational Delivery Services, manage and oversee the development, implementation and review of policies, procedures and guidelines related to the development, use and review of the University's Educational Technology Services.

- Oversee the development, maintenance and enhancement of all educational technology training materials and resources.

- Actively engage and participate in institutional and evaluative research to inform the development and deployment of educational technologies.

- Manage and oversee projects as required and ensure all assigned projects are implemented, evaluated, sources and delivered within agreed requirements and timeframes.

- Support the Director, Educational Delivery Services and the Unit Manager, PVC(E), to manage and ensure the effective and efficient use of and reporting on allocated budgets.

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

- People management of direct reports including recruitment and selection, probation, staff development, and reward and recognition strategies to ensure the consistent delivery of effective and efficient educational technology services.

- Represent the PVC(E)'s Unit in project groups, committees and forums as required.

- Undertake other duties appropriate to the role's classification, as required by the Director, Educational Delivery Services and the PVC(E).

- Ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

## SELECTION CRITERIA

- Master's degree or equivalent qualification in a relevant field together with substantial demonstrated experience in the development and support of educational technologies in higher education or a similar environment.

- Demonstrated significant experience to lead, manage and coordinate the lifecycle of educational technologies, applications and services to ensure optimal operation and usage at an institutional level.

- Demonstrated success in identifying and implementing sustainable educational technology solutions to support educational strategies and initiatives.

- Demonstrated significant experience in the management of data collection and analysis processes pertaining to the operation, use, quality and performance of educational technology, applications and services.

- Demonstrated significant experience in the development, maintenance and enhancement of all educational technology training materials and resources to build institutional capacity and individual capability.

- Demonstrated ability to manage and oversee all activities relating to educational technology services, including change management and stakeholder engagement activities to ensure effective communications, support, and business continuity with minimum disruption to learning and teaching.

- Demonstrated high-level technical and operational experience with existing and emerging educational technologies to appropriately integrate within the institutional education ecosystem.

- Significant team leadership skills with demonstrated success in developing and fostering teamwork, mentoring individuals, and contributing positively as a team member to enable and ensure consistent delivery of effective and efficient educational technologies, applications and support services.

- High-level organisational and project management skills to effectively lead and oversee all assigned projects are implemented, evaluated, sourced and delivered within agreed requirements and timeframes.

- High-level interpersonal, communication and negotiation skills with the ability to build and maintain effective collaborative professional relationships with staff at all levels, and internal and external stakeholders.

- Ability and capacity to implement required UNSW health and safety policies and procedures.

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*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.*