



Job Description and Person Specification

Summary

Job title:	Support Officer (Digital Learning)
Area:	Digital, Data and Technology
Reference:	EHA0459-0426
Grade and Salary:	Grade 6, Points 23-26. £32080 - £34610 per annum.
Contract Type:	Permanent
Hours:	Full Time (36.25 hours per week)
Location:	Ormskirk, Lancashire, L39 4QP
Accountable to:	Head of Digital Learning
Reporting to:	Systems Support Manager (Digital Learning & Libraries)



About the Role

As a member of the Learning Technology Development Division within the Digital, Data and Technology service, you will work within a multi-disciplinary team supporting the effective management, development and adoption of Edge Hill University's centrally managed learning technology systems.

The primary aim of the role is to provide expert technical support for learning technologies and core systems leading to the realisation of improvements in the student and staff user experience.

Working closely with colleagues in the Digital Learning Division, you will be required to work effectively with colleagues across Digital, Data and Technology, as well as the wider University including Faculty managers and administrators.

You will be expected to work proactively, make independent decisions and execute sound judgment in a variety of consulting situations and project activities. You will take responsibility for first line technical support, and enhancement activities, provide input into strategic and policy related discussions, ensure agreed systems processes and standard procedures are executed, provide excellent customer support and training, and develop detailed report and management information.

You will demonstrate a practical mix of: technical expertise, pedagogic knowledge, customer service skills and project management experience.

Working arrangements: This role may be offered on a hybrid basis, with an expectation of attendance on site. Working patterns can be discussed and agreed with the recruiting manager upon appointment.

Duties and Responsibilities

Faculty liaison, development and training

- a.) Take lead responsibility for the engagement, support and co-ordination of a university wide network of Faculty VLE Course Administrators.
- b.) Promote and support the University's centrally-managed learning technologies and systems with a particular focus on the effective use of Learning Edge and associated tools.
- c.) Maintain an up-to-date awareness of staff professional development and training needs.
- d.) Create technical and procedural documentation, end-user guides and training materials designed for multiple delivery modes (print, web, and face to face) and audiences.

Core systems maintenance and enhancement

- Collaborate with the Learning Technology Development Systems Officer and other team members, in the:
 - a.) planning, evaluation, installation, configuration, QA testing and implementation of systems updates, upgrades, patches, building blocks, LTI and other integrations
 - b.) effective management and use of Blackboard User Roles and Permissions
 - c.) effective management of Systems Content Storage and Archiving
 - d.) Keep abreast of systems changes that are likely to:
 - i. have a significant impact on the user experience
 - ii. investigate new features, processes, procedures, best practices and available resources
 - iii. to produce options appraisals that give clear recommendations and detailed guidance on actions or decisions that need to be taken.

Customer-focused support and service delivery

- Act as first point of contact for Learning Technology Development user enquiries providing:
 - e.) responsive support and resolution of complex technical issues
 - f.) follow up documentation and staff training as required.
- 2. Reporting, liaison, escalation and tracking of technical issues to satisfactory resolution with:
 - a.) Digital, Data & Technology and Academic Registry colleagues
 - b.) Technical support teams from third party systems suppliers such as Blackboard, Turnitin and Panopto etc.
- 3. Proactive monitoring and evaluation of effective service provision:
 - a.) using reporting tools and innovative techniques to develop high levels of customer insight
 - b.) informing service planning, system, process, workflow and support improvements.

Learning technologies development projects

- Plan and manage projects and work packages for learning technology developments that have an institutional impact, Including:
 - c.) requirements gathering
 - d.) Provision of technical expertise
 - e.) collaboration with colleagues across the university to achieve objectives
 - f.) working with third party systems suppliers
 - g.) co-ordination of stakeholder communications.
- 4. Assess the impact and ROI of projects for learning technology developments and disseminate the findings through the appropriate channels.

Management information and analytics

- Initiate, develop and lead on the application of technologies to:
 - a.) interrogate, monitor and analyse the use of Learning Edge and associated tools
 - b.) produce focused user reports on adoption to inform University wide decision making.
- 5. Contribute to the development of knowledge and understanding surrounding the ethical and legal issues arising from the use of learning analytics, in order to guide emergent strategy and practical developments.

Professional Development

- 6. Keep up-to-date with learning technology developments in Higher Education, both in the UK and internationally, so that best practice can be evaluated and transferred to the University.
- 7. Actively engage with physical and virtual networks and professional groups related to learning technology to develop personal and professional knowledge, skills and confidence.
- 8. Represent the University in various regional, national and international forums, attending seminars and conferences related to learning technology, to showcase University developments, research and evaluations.
- 9. Assist with the general responsibilities of Digital, Data and Technology Service as required.

In addition to the above all Edge Hill University staff are required to: adhere to all University policies and procedures; complete all mandatory training and induction modules, including Equity, Diversity & Inclusion and Health & Safety; engage in appropriate learning and development activities; actively participate in performance review; demonstrate excellent customer care; contribute to an inclusive environment for everyone; respect confidentiality; act in a sustainable and environmentally conscious manner; and proactively consider accessibility in all aspects of your work.

Eligibility

Candidates should note that shortlisting will be based on information provided on the application form with regard to the applicant's ability to meet the criteria outlined in the Person Specification attached

Person Specification

Please note that applications will be assessed against the Person Specification using the following criteria, therefore, applicants should provide evidence of their ability to meet all criteria. Where a supporting statement is indicated you will be asked to provide a statement of how you meet this criterion within the application form.

Qualifications

Criteria	Essential or Desirable Criteria	Method of Assessment
Undergraduate degree in a related discipline (Learning Technology, Computing or Teaching & Learning Support).	Essential	Application
Evidence of up-to-date professional technical knowledge and continued professional development.	Essential	Application and Interview

Experience and Knowledge

Criteria	Essential or Desirable Criteria	Method of Assessment
Experience of systems maintenance and enhancement, including one or more of: systems testing, upgrades and updates; third party LTI extensions; SQL reporting; managing permissions and authentication; web technologies.	Essential	Supporting Statement and Interview
Knowledge of the emerging field of Learning Analytics, including an understanding of tools and pedagogical approaches to using learner data to enhance the learner experience.	Desirable	Application and Interview
Experience of successfully managing, monitoring and evaluating projects.	Essential	Supporting Statement, Interview and Presentation

Experience and Knowledge

Experience of supporting users in the effective application of systems and applications (e.g. Virtual Learning Environments, MS Office 365),	Essential	Supporting Statement, Interview and Presentation
Experience of developing technical and procedural documentation, end-user guides and training materials designed for multiple delivery modes (print, web, and face to face) and audiences. Including awareness of accessibility, privacy, intellectual property and copyright issues.	Essential	Supporting Statement and Interview

Abilities and Skills

Criteria	Essential or Desirable Criteria	Method of Assessment
Excellent problem solving and decision-making skills with an ability to troubleshoot complex issues and find innovative solutions.	Essential	Interview and Presentation
Excellent verbal and written communication skills, with the ability to convey complex conceptual ideas and technical information, to a non-technical audience.	Essential	Supporting Statement, Interview and Presentation
Excellent organisational skills with the ability to plan and manage multiple priorities and adapt to changing circumstances.	Essential	Supporting Statement and Interview
Excellent interpersonal, influencing and negotiation skills, with the ability to work effectively as a member of a multi-professional team.	Essential	Interview and Presentation
Excellent technical and analytical skills, with the ability to extract, validate, interpret, and present data in effective graphical and written formats.	Essential	Supporting Statement and Interview
A commitment to equality and diversity and the provision of high-quality services	Essential	Supporting Statement

Candidate Guidance and How to Apply

Join our team at Edge Hill University! We're looking for talented individuals to join our dedicated and supportive community and make a difference to our students. At Edge Hill we value the benefits a rich and diverse workforce brings and welcome applications from all sections of society.

Have any questions?

For informal enquiries about this vacancy, please contact Scott Farrow, Head of Digital Learning at Farrows@edgehill.ac.uk

Ready To apply:

1. Go to our jobsite - <https://jobs.edgehill.ac.uk/Vacancies.aspx>
2. Find the role you wish to apply for.
3. Click the "**Apply Online**" button on the job advert and follow the easy steps to prepare and submit your application.

Key points:

- **Closing date:** Please refer to the advert for the closing date for this vacancy. Vacancies automatically close at 23:59pm [GMT]. Please note, that the University may on occasion close a post early if vacancies attract high volumes of applications; we therefore encourage you to prepare and submit your application in good time.
- **Next steps:** We'll contact you by email, usually within two weeks, to let you know if you have been shortlisted.
- **Shortlisting:** Information you provide on your application will be assessed against the person specification for this role. We encourage you to clearly show how you meet the requirements presented in the person specification. We encourage use of specific examples of your experience, knowledge and skills within your supporting statement(s).
- **Pre-employment checks:** Following offer, successful candidates will need to provide original proof of identity, qualifications and professional memberships, and evidence their right to work in the UK. You will also complete a pre-employment health questionnaire to support Edge Hill University make appropriate adjustments to support you in the role.
- **References:** You will be asked to provide details of two referees on your application form. References will be collected following issue of an offer of employment. Guidance on how to select your referees is provided on the form. The University may ask you for alternative or additional referees to cover your previous three years of employment during pre-employment

- **Start date:** A start date will be arranged after pre-employment checks are completed.