

## Job Description

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|----------------------------|------------------------|
| <b>Job title</b>           | Learning Technologist  |
| <b>School / department</b> | ExPERT Academy         |
| <b>Grade</b>               | 6                      |
| <b>Line manager</b>        | Head of ExPERT Academy |

### Main purpose of the job

The Learning Technologist role will develop and maintain innovative solutions to technology-enhanced learning issues.

You will work collaboratively with colleagues of the ExPERT Academy Team, other members of staff and students in the design and development of instructionally robust resources which are interactive, inclusive and engaging and support our diverse community of learners.

You will be a full member of the ExPERT Academy team, contributing to team meetings, departmental goals, projects, committees and the communication strategy.

The role is based in the ExPERT Academy, a research-led department designed to support the professional development of those who teach and to promote the use of technology to enhance learning and teaching. Colleagues in the ExPERT Academy are all technologically highly competent and work as an integrated team. This role offers the post holder the opportunity to expand their horizons and engage in a range of activities to advance and promote technology as an aid in teaching and learning.

### Key areas of responsibility

- To promote the use of the University's recognised learning technologies (including Blackboard, Panopto, Turnitin, Poll Everywhere and CampusPress) to support the UWL Pedagogy of active and authentic learning.
- To take responsibility for one of the University's learning technologies
- To be the named for one or more academic schools at UWL and collaborate with the allocated Academic Developer and key staff within the academic school to provide advice, guidance and training to academic staff on the use of the virtual learning environment (VLE) and in-class technologies to support/deliver teaching, learning and assessment. This will include the development of documentation/guides, videos or delivery of workshops and drop-in surgeries
- To be the first point of call for support queries from staff about the University's recognised learning technologies
- To investigate, track and resolve complex technical queries/issues/faults reported by customers in a timely and methodical manner, escalating where necessary.
- To deliver VLE induction to students online or face-to-face
- Liaise (as necessary) with ExPERT Academy colleagues, the IT Service Desk and other staff to deal with requests and problems relating to learning technology systems that cannot be solved through the online provision available.
- To develop and update online learning resources independently and in collaboration with academic staff.
- To evaluate and provide reports on the effectiveness of online materials and courses, bearing in mind both technical and educational aspects.
- To evaluate and streamline processes and technologies, evaluate third party products/additional technologies, and contribute to recommending improvements.
- To work as part of the ExPERT Academy team to deliver its KPIs and key objectives as requested.

- To maintain your professional standing through keeping abreast of learning technology developments in Higher Education and to horizon scan to improve and enhance learning technology support provision.
- To participate in appropriate training and development to gain further academic or professional recognition and to join the HEA register at the appropriate level.
- To deputise for the Institutional Manager for Learning Technologies in his/her absence.
- Provide assistance to the Institutional Manager for Learning Technologies with the upgrading, configuration, administration, documentation, archiving, testing and evaluation of learning technology systems.
- In addition to the above areas of responsibility the position maybe required to undertake any other reasonable duties relating to the broad scope of the position.

### Person Specification

| Criteria   | Essential  | Desirable   |
|--|--|---|
| <b>Qualifications and/or membership of professional bodies</b> | A relevant degree (BA/BSc) or relevant expertise of supporting the development of digital capabilities.  | A postgraduate degree (MA/MSc or equivalent)<br><br>Educational technology qualification, e.g. CMALT<br><br>Associate Fellowship or Fellowship of the HEA   |
| <b>Knowledge and experience</b>                                | <p>Experience of working in Further/ Higher Education.</p> <p>Extensive and current knowledge of the learning technologies used in Higher Education (including but not limited to Blackboard, Turnitin, Panopto, Poll Everywhere, Campus press).</p> <p>Experience of running development activities for groups and teams of staff designed to develop their skills in the use of technology to support learning.</p> <p>Experience of the successful management and evaluation of learning technologies-based projects.</p> <p>An understanding of how technology can be used to enhance teaching, learning and assessment.</p> | <p>Experience of supporting Blackboard and Panopto.</p> <p>Experience of VLE administration such as account and course management.</p> <p>An understanding of digital copyright and accessibility.</p> <p>Knowledge of the principles of online and blended learning design, equality, diversity and inclusivity (as it applies to learning technologies and their use) and of the development and repurposing of learning objects.</p> <p>Knowledge of how technology can be effectively integrated into classroom teaching.</p> <p>Experience of developing resources to support the development of staff digital capabilities.</p> |
| <b>Specific skills to the job</b>                              | <p>Strong all-round IT skills and the ability to master new programmes/systems quickly.</p> <p>High proficiency with a range of relevant technologies used in support of learning ((including but not limited to Blackboard, Turnitin, Panopto, Poll Everywhere, Outlook, Word, Excel, referencing software, social media)</p> <p>The willingness and aptitude to learn and help others learn in relation to learning technologies.</p>  | Customer service experience   |

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|--|---|--|
|  | <p>Good communication and customer service skills, by phone, email or online chat.</p> <p>The ability to provide appropriate and timely advice to enquiries.</p> <p>Effective written and oral skills, with the ability to explain technical issues to those with and without a technical background.</p> <p>Ability to organise and prioritise own workload, manage multiple varied activities and complete work to agreed quality standards and timelines.</p> <p>Attention to detail and a high level of accuracy in carrying out tasks.</p> |  |
| <b>General skills</b>  | <p>Able to work well within a team and independently.</p> <p>Respectful of others and inclusive in Practice.</p> <p>Self-motivated and proactive.</p> <p>Adaptable and open to change.</p>  |  |
| <b>Other</b>   | <p>Willingness to work across University sites.</p> <p>Accepting of the need on rare occasions to work outside normal office hours.</p> <p>Commitment to continuing professional development</p>  |  |
| <b>Disclosure and Barring Scheme</b>   | This post does not require a DBS check  |  |
| <p><b>Essential Criteria</b> are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p><b>Desirable Criteria</b> are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p> |   |  |