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| **Learning Technology Advisor** | ENU_Logo_CMYK |
| **Role Description** |  |

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| **Grade & Salary:** | | Grade 4 |
| **Campus Location:** | | Mainly at a designated campus but will be expected to support staff across the University |
| **Line Manager:** | | Learning Technology Support Manager |
| **Line Management Responsibility for:** | |  |
| **Organisational Structure:** | | Tick to confirm attached |
| **Role Summary:** | | The Learning Technology Advisor will be part of the Learning Technology Support team, working to inspire,change and transform learning and teaching for Academic staff whilst working closely with the Department of Learning and Teaching Enhancement and colleagues across Information Services.  The role will provide advice and support in the use of learning technology to enhance the innovative delivery and adoption of blended and online learning programmes. Acting as a source of expertise, providing guidance and support to users on issues relating to the use of the core Learning Suite of Technology including the institutional VLE, media production and web-authoring. |
| **Main Duties and Responsibilities** | | |
|  | Work to develop Academic staff in the use of the Learning Suite of Technology, and support the development of electronically delivered materials that meet usability and accessibility standards,which support and enhance learning and teaching activities | |
|  | Build ongoing relationships with Academic staff to promote the use of technology to develop and demonstrate innovative ways in which to support an improved student experience. | |
|  | Develop and deliver training for Academic and Professional Services Staff on the opportunities for using the Learning Suite of Technology in learning, teaching and assessment. | |
|  | Assist to identify, pilot, implement, evaluate and promote new uses for learning and teaching in line with Information Services, Schools and University Academic strategies. | |
|  | Engage with colleagues to develop high quality, innovative and cost effective solutions for the enhancement of learning and teaching. | |
|  | Work collaboratively as a team to ensure that Learning Technology Support services are consistently well delivered,utilising technologies appropriately to benefit both the staff and student experience. | |
|  | Work collaboratively with the the Applications Team to develop the Learning Suite of Technology and perform user acceptance testing on systems after upgrades, patches and problems to ensure the stability of the service being delivered. | |
|  | Ensure that Learning Technology Support service requests are logged, progressed, tracked and concluded satisfactorily using the University designated Service Management System. | |
|  | Provide 2nd and 3rd line support for the Learning Suite of Technology. | |
|  | Be responsible for ensuring that working solutions and processes are documented and robust, and wherever possible standardised and repeatable to support the Learning Technology & Innovation team in their day to day activities. | |
|  | To keep abreast of new technology relevant to Learning, Teaching & Assessment and to undertake relevant training as identified through the PDR process. | |
|  | Support the strategic objectives of Information Services including providing an inclusive and supportive study environment for staff and students, demonstrating and living the University Values and Behaviours at all times. | |
|  | Undertake other such duties, at any location, as requested by the Learning Technology Support Manager or their nominee. | |

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| **Person Specification** |  |

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| **Attributes** | * **Essential Selection Criteria** | **Desirable Selection Criteria** |
| Education/Qualifications | A degree and/or demonstrable equivalent experience. | Member of relevant industry Associations/ Groups |
|  |  | Have a relevant professional qualification (for example MEd, FHEA, CMALT). PRINCE2 Foundation, ITIL Foundation |
| **Experience** | Experience of learning design and development of eLearning materials and activities for delivery via a virtual learning environment. |  |
|  | Proven experience of working with academic staff to plan, design, develop, test and evaluate eLearning resources |  |
|  | Experience of producing creative learning solutions using a combination of software applications, such as audio/video editing, assessment and grading, and video conferencing. |  |
|  | Experience of designing and delivering training sessions and workshops (using a variety of appropriate teaching methods) and developing online resources to support staff in the use of learning technologies to enhance teaching and learning. |  |
|  | Experience of working with standards and guidance relating to accessibility, usability, security, copyright and intellectual property. |  |
|  | A detailed knowledge of the traditional and emerging technology themes which underpin the provision of teaching environments |  |
| **Skills/Personal Requirements** | Excellent verbal, and written communication skills with the ability to write in a clear and concise manner to suit a range of audiences. |  |
|  | Excellent interpersonal skills and the ability to engage effectively and confidently with a wide range of people, including staff at all levels within the organization. |  |
|  | Strong customer focus – demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service. |  |
|  | Project Management skills with the ability to prioritise work and meet agreed deadlines. |  |
|  | Practical IT skills, including a good working knowledge of Windows, common computer applications, internet and digital information services |  |
|  | Excellent problem-solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner. |  |

* *Essential Selection Criteria* are mandatory requirements for a post-holder. If a potential candidate does not evidence all of these requirements in their application form they do not meet the essential criteria of the role and, therefore, will not be short-listed for interview.

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