Digital Experience Administrator

HEP Level 6

POSITION NUMBER	959997
ORGANISATIONAL UNIT	Learning Design & Innovation
POSITION REPORTS TO	Manager, Learning Systems (VU TAFE)
OVERALL PURPOSE	The overall purpose of the Digital Experience Administrator is to provide high level administrative support, coordinate and develop training resources for the Learning Design and Innovation team, teachers and external clients in the Learning Management System (LMS).
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with the Learning & Development team ◆ works closely with Quality and Compliance, ◆ works with all Victoria University teaching and admin staff **Outside the University the position liaises with:** ◆ External commercial and industry clients as necessary
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

ORGANISATIONAL UNIT

Learning Design and Innovation resides in the Learning and Teaching portfolio and is responsible for: developing strategic directions in digital learning, cross sector learning design, the use of educational technologies and physical learning environments at VU.

MAJOR TASKS AND ACCOUNTABILITIES

◆ Provide a range of support services such as editing Articulate Storyline files, administering the VU Collaborate LMS, word processing, filing, drafting routine correspondence, taking minutes and action items, organising meetings and following up on relevant action items with regards to blended and online delivery of Victoria University products to industry.

◆ Create LMS spaces. Setting up content, creating assessment tasks, linking grade items, Grade Scheme Configuration, Developing Rubrics and Intelligent Agents

◆ Develop training resources/how-to guides and short screencast videos to support the delivery staff.

◆ Delivering a wide range of staff capability training and supporting industry clients.

◆ Coordinate and plan training dates and delivery space creation deadlines

◆ Provide support to the Learning Development team to ensure the delivery of quality service to current students, staff and external clients.

◆ Provide eLearning support advice to other administrative staff when required. Providing advanced feedback and advice on technical delivery methodologies.

◆ Coordinate the development and implementation of procedures, documentation and training materials for the Learning and Development team to ensure consistent processes.

◆ Support the development of Short Courses/Micro-credentials for internal stakeholders and industry clients.

◆ Liaise effectively with Victoria University delivery areas to gather information, stay informed and contribute to the requirements of Industry eLearning delivery.

◆ Provide factual and accurate information, including reports relating to client satisfaction and other user surveys as appropriate to internal and external stakeholders regarding Industry eLearning delivery.

◆ Access and maintain relevant University and organisational unit databases and system

TYPICAL/MAJOR CHALLENGES

◆ Display initiative and exercise judgement in the provision of high level administrative support.

◆ Refer decisions concerning more unusual or complex situations the Technology Enhanced Learning

Coordinator.

- Monitor and contribute to the review and development of the Industry, VET and HE planning policies and procedures.

- Operates within the University policies, procedures and guidelines.

- Required to deal with ongoing tasks independently.

- Work effectively and collaboratively in a changing environment that calls for resourcefulness, initiative and responsiveness to new opportunities.

LEVEL OF SUPERVISION

- Operates under general direction from the Technology Enhanced Learning Coordinator.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- In depth understanding of role related University policies and procedures and how they interact with other related functions.

- Knowledge and experience of a range of current online learning platforms and applications, including Articulate Storyline, Adobe, and MS Office Suite.

- Aptitude or ability to work with relevant University systems and databases.

- High level knowledge of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training Equivalent to: Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and /or education/training.

2. Demonstrated proficiency in all aspects of word processing, including Microsoft Word, Excel, Access and Outlook.

3. Experience with relevant Learning Management Systems such as D2L Brightspace, Moodle, Blackboard or Canvas.

4. Well-developed verbal and written communication skills and the ability to maintain confidentiality.

5. Well-developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment in order to meet the position objectives.

6. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently and meet the position objectives.

7. Demonstrated ability in the exercise of initiative, judgement and decision making.

8. Demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes.

9. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevanttraining.

10. Willingness to commit to Victoria University's values which are:
    - Always welcoming
    - Always ethical
    - Always shaping the future
    - Always together

Desirable

1. Understanding of and willingness to comply with quality assurance policies and procedures and other relevant legislative and policy requirements applicable to the University.

2. Knowledge of and previous experience in a tertiary education institution.

3. Experience using student information systems.

Organisational Chart

Learning Design and Innovation – Digital Learning Environments

* denotes position

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                        DIRECTOR, DIGITAL
                             LEARNING
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                     SENIOR MANAGER, DIGITAL
                     LEARNING SYSTEMS AND
                             SUPPORT
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  MANAGER, LEARNING          LEAD ADMINISTRATOR         MANAGER, LMS SUPPORT
  SYSTEMS (VU TAFE)             WIL SYSTEM
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MANAGER, LEARNING SYSTEMS (VU TAFE)			LEAD ADMINISTRATOR WIL SYSTEM		MANAGER, LMS SUPPORT		
COORDINATOR, LEARNING SYSTEMS	* DIGITAL EXPERIENCE ADMINISTRATOR x2	COORDINATOR ELEARNING QUALITY AND COMPLIANCE	WIL ADMINISTRATOR	WIL SYSTEM SUPPORT OFFICER	SENIOR LMS SUPPORT OFFICER	LMS SUPPORT OFFICER	CASUAL SUPPORT OFFICERS x3