



OPPORTUNITY

Senior Learning Technologist - Systems and Support

Reference: 0188-23

Grade: 8

Salary: £35,333 to £42,155, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

As a member of the Technology-Enhanced Learning (TEL) team within the University's Education Department, you will have responsibility for providing system administration for the virtual learning environment (VLE) and other digital systems. You will be responsible for maintaining, developing and assuring operationality and reliability of the University's digital systems that support Aston's blended approach to learning, teaching and assessment. You will be required to provide advice and guidance to academic and professional services colleagues on the use and application of the University's digital systems, as well as horizon-scanning on other systems which might be adopted to keep Aston at the cutting edge of digital pedagogies. You will be expected to work collaboratively with other members of the TEL team, the wider Education Department and Aston's learning community and will report to the University's Technology-Enhanced Learning Manager.

Main duties and responsibilities

- Maintain, develop and assure the operationality and reliability of the University's core digital systems including the virtual learning environment (VLE).
- Be responsible and accountable for informing colleagues in the TEL team and elsewhere in the University of potential and actual service failures and status updates and putting retrieval action in place to rectify issues in line with service delivery agreements, liaising with third party suppliers and Digital Services as appropriate.
- Provide staff with advice and guidance, continual professional development (CPD), user guides and resources on the use and application of the University's digital systems.
- Create and update relevant documentation and processes relating to a range of digital systems and disseminate as appropriate.
- Plan, coordinate and communicate upgrades and fixes to components of University digital systems as required, leading and/or supporting the maintenance of those systems.
- Provide accessible and timely systems-based reports, metrics and reviews as required to enable enhancements to systems or provide data to review and enhance elements of learning, teaching and the student experience.
- Work effectively with other members of the TEL team and the wider Education Department, ensuring colleagues are provided with the information, training and support necessary to work with Aston's digital systems.
- Build and maintain effective working relationships with the University's digital systems suppliers, taking responsibility for updating the TEL Manager on upgrades, new products and changes to licensing, etc.
- Liaise with Digital Services and the Office of the General Counsel (OGC) to flag and resolve issues around records management, data protection and information security best practices.
- Horizon-scan on new digital systems which might be adopted to enhance learning, teaching, assessment and the wider student experience, making forward-looking recommendations to the Technology-Enhanced Learning Manager for consideration by the University.

- Respond to a variety of support requests from colleagues across the University by helpdesk, phone and email.
- Work individually and with other members of the TEL team to resolve issues, identify best practices and ensure reliability and resilience of the digital technologies supported by team.
- Play an active part in building 'communities' of practice in technology-enhanced learning (particularly digital systems) and impactful communication channels that gather feedback on requirements around the digital needs of staff and students.
- Provide effective leadership and contributions for systems-related task-and-finish groups as directed by the University's Technology-Enhanced Learning Manager.
- Undertake any other duties, commensurate with the post, as may be required by the Technology-Enhanced Learning Manager.

Additional responsibilities

- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- Ensure and promote the personal health, safety and wellbeing of staff and students.
- Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> English and Mathematics at GCSE grade C or equivalent. Educated to degree level or equivalent. 	Application form
Experience	<ul style="list-style-type: none"> A strong track record of administering and providing effective technical support for a virtual learning environment within an FE/HE setting. Evidence of providing effective and efficient technical support for lecture recording systems / platforms. Provided quality technical support for other digital systems/platforms including learner analytics systems. Experience of investigating and evaluating emerging technologies and innovations, especially in the area of online and blended learning and of effectively communicating those opportunities to the rest of the team/department/University. Experience of competently and capably delivering effective systems-related and general technology-enhanced learning training and development activities. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> Excellent written and communication skills. Strong presentation skills. Well-developed, practical organisational skills. Ability to present technical information to staff and students in a 'user-friendly' and engaging way. Ability to work well with others at all levels of the organisation, engaging positively with different stakeholders. 	Application form and interview

	Essential	Method of assessment
	<ul style="list-style-type: none"> • A flexible, calm and proactive approach to dealing with problems raised by staff and students in relation to the use of learning technologies. • Ability to work effectively alone, managing and co-ordinating personal workloads on learning enhancement tasks in order to deliver quality outcomes to required timescales. • Ability to work well as a member of a team. • Commitment to continual enhancement of the service and a strong customer service ethos. • Ability to multi-task, plan and prioritise in order to meet demands. 	
Other	<ul style="list-style-type: none"> • Prepared to provide occasional 'out of hours' support. • Ability to carry out specific administrative roles and functions, including representation at meetings and committees, as may be reasonably required. • Commitment to continuous personal and professional development in line with the demands of the role, including undertaking relevant digital training and development activities to develop themselves and support the development of others. 	Application form and interview

	Desirable	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> • CMALT. • Postgraduate qualification in learning and teaching in HE or equivalent • Associate Fellowship of Advance HE. 	Application form

	Desirable	Method of assessment
Experience	<ul style="list-style-type: none"> • Previous experience with more subject specific forms of software to support staff and students. • Familiarity with relevant developments in the HE sector, e.g. TEF, OfS, and the work of JISC and Advance HE, development of learner analytics and the digital capabilities of both staff and students. 	Application form and interview

How to apply

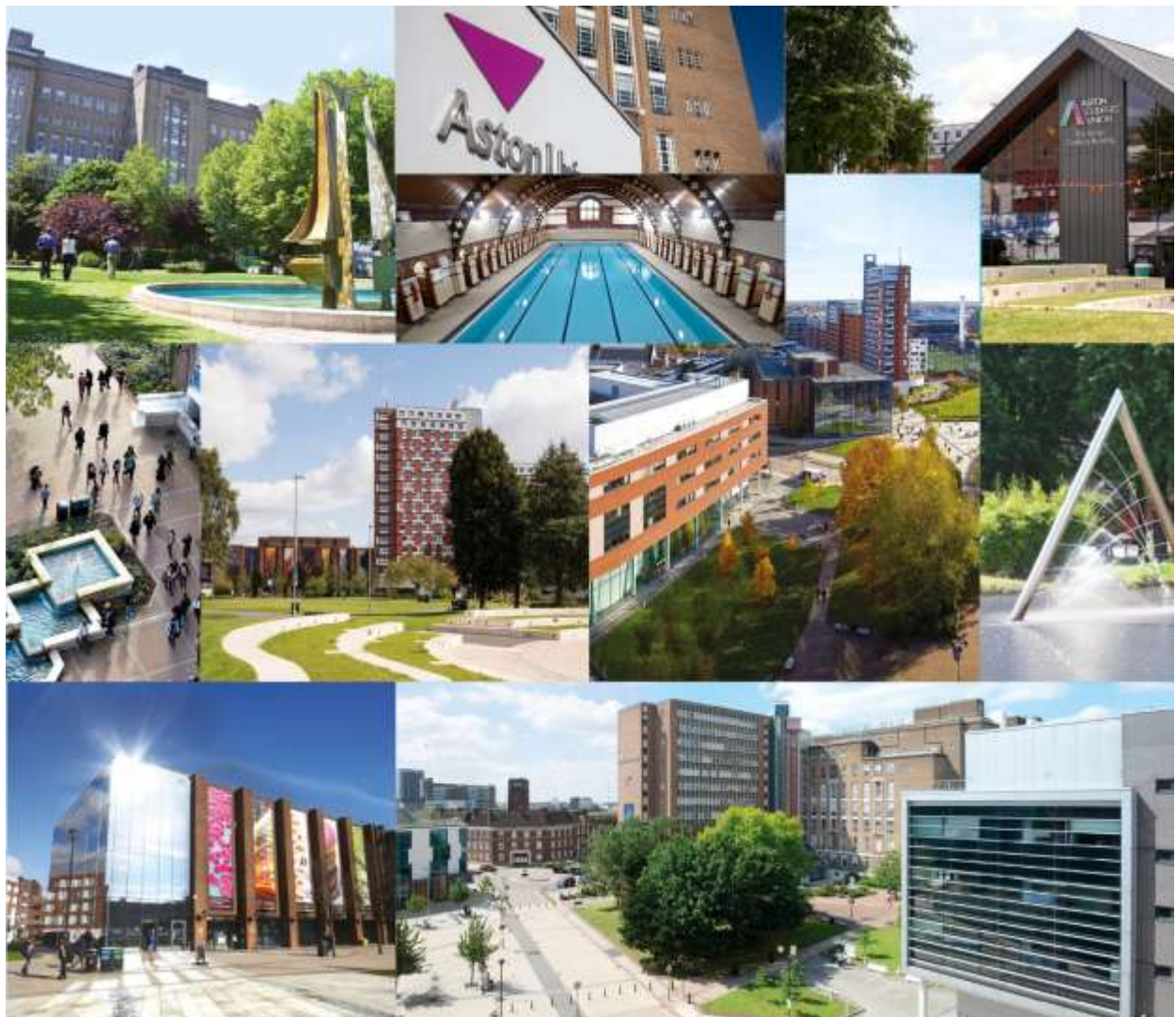
You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59 on the advertised closing date.

All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form then please contact the Recruitment Team via jobs@aston.ac.uk.



Contact information

Enquiries about the vacancy:

Name: Ruth Ayres

Job Title: Pro Vice-Chancellor Education

Email: r.ayres@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via jobs@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website <https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful.

If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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gets real.**