Candidate Information

Position: System Analyst/Programmer (Learning and Teaching)
School/Department: Learning and Teaching Support
Reference: 23/110908
Closing Date: Monday 22 May 2023
Salary: £36,333 - £43,155 per annum.
Anticipated Interview Date: Tuesday 13 June 2023

JOB PURPOSE:

The successful candidate will be working as a Senior Learning Technology Specialist to lead and oversee the ongoing development, maintenance, support, and delivery of Learning Technology platforms, mainly Lecture Capture and other enterprise-level technology platforms. to assist of Audio-Visual and Learning Technology projects in liaison with colleagues and/or contractors and provide expertise and guidance to AV technicians and AV Development Officers.

As a technology specialist, the post holder will be expected to act as a subject matter expert and liaise with technology vendors, IT and Cyber teams, senior management, and end user groups to ensure that the technology platforms deliver the strategic objectives while maintaining SLAs and meeting the University Information Security Policy.

The role will involve participation in the planning and design stages of some technologies, including product research and delivery of proof of concepts. A primary part of the role will be overseeing the continues improvement of Learning Technology platforms and overseeing the support team to ensure the smooth running of services.

MAJOR DUTIES:

1. Lead the implementation and support of the University Lecture Capture solution and other learning technology platforms.
2. Interpret end-user requirements and senior management's strategic objectives into technical requirements and lead the implementation to achieve the University's learning and teaching objectives.
3. Liaise with technology vendors to identify any desired system features and plan the safe and secure deployment of system updates and upgrades.
4. Work within teams, which may be cross-functional, to ensure the delivery of a high quality, integrated set of services to clients.
5. Work with other Information Services teams to facilitate any infrastructure requirements for the implementation of new technologies or the update of existing systems.
6. Carry out the careful planning of any service/platform development to maintain the service continuity and integrity during any development works.
7. Liaise with the University Cyber Security team and with technology vendors to ensure the services' compliance with the University Information Security policy.
8. Work with other learning technology teams across the University to lead the integration of the Lecture Capture platform with the University Learning Management System (LMS), and support ongoing maintenance.
9. Ensure the effective maintenance of information and documentation, e.g. systems specifications, disaster recovery plans, user documentation and maintenance schedules.
10. Lead a small support team to support user groups across the University, and maintain support logs and escalations to suppliers.
11. Work with Media Service technicians to deliver proactive support to end users by carrying out regular checks, and to deliver reactive support to troubleshoot faults with any relevant end users' peripheral devices.
12. Deliver training to end user groups and to own support team, and maintain support documentations and user guides.
13. Adopt a proactive approach to the identification and resolution of potential problem areas.
14. Adopt a proactive approach to the identification of opportunities for video and media solutions and service enhancements to meet the needs of colleagues and end users by ensuring high levels of service quality and effectiveness.

15. Work collaboratively with the IT Training Unit to produce quality training packs for user groups, and to maintain user documentation and service guides.
16. Provide specialist/professional advice, information and assistance to users to resolve problems and to maximise service quality, efficiency and continuity.
17. Collect, analyse and present reports and results to inform decision making within relevant areas.
18. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

ESSENTIAL CRITERIA:
1. Honours degree (or equivalent) with a significant computing component.
2. As above and a minimum of three years' experience in the development or implementation and support of enterprise-level learning technology and/or Lecture Capture systems. Or;
3. Five years' experience in the development or implementation and support of enterprise-level learning technology and/or Lecture Capture systems.
4. Demonstrable experience of implementing and supporting technology-based media and video capture solutions for learning and teaching.
5. Experience of administering and configuring an enterprise-level Lecture Capture platform (Panopto, Echo360, etc).
6. Demonstrable experience in proactively identifying and solving problems within a large organisation.
7. Demonstrable knowledge of how to use a media platform to support learning and teaching, e.g. lecture capture; streaming; video enhanced learning; interactive lecture tools.
8. Good knowledge of accessibility compliance and how it impacts end users.
9. Understanding of how media technologies can be exploited to support learning and teaching.
10. Excellent verbal and written communication skills.
11. Ability to communicate with people at all levels across the University.
12. Ability to influence others, including senior management.
13. Ability to work in a team, but also on own initiative.
14. Willingness to work flexibly to meet the requirements of the post.

DESIRABLE CRITERIA:
1. ITIL V3/V4 certification.
2. Experience implementing and supporting an automated multi-stream lecture capture solution.
3. Experience of developing and delivering training solutions.