



## Candidate Information

**Position:** Educational Technologist  
**School/Department:** Learning and Teaching Support  
**Reference:** 23/111086  
**Closing Date:** Monday 31 July 2023  
**Salary:** £37,099 - £44,263 per annum.  
**Anticipated Interview Date:** Friday 11 August 2023

### JOB PURPOSE:

Working alongside IT Trainers in the IT Training and Assessment Unit, this role will assist in the implementation, development, administration, and support of enterprise-wide educational technology solutions.

### MAJOR DUTIES:

1. Work as part of a team to identify, design, develop and implement digital learning support tools and services.
2. Work within cross-functional teams to ensure the delivery of a high quality, learning and teaching with an integrated digital toolkit.
3. Work as part of a team to support the University's learning and teaching services, including advising on the enhancement of teaching spaces to promote an inclusive audience experience.
4. Work to support the configuration of the University's online assessment services, adopting a proactive approach to the identification and resolution of potential problem areas.
5. Work closely with other University areas to develop enterprise-wide digital learning solutions and service enhancements to meet the needs of colleagues and end users.
6. Ensure the effective maintenance of information and documentation, e.g., systems specifications, disaster recovery plans, user documentation, maintenance schedules and computer programs.
7. Liaise with Service Desk staff on the introduction of new services. This may include the identification, design and delivery of appropriate training or knowledge transfer.
8. Provide specialist/professional advice, information, and assistance to users of digital learning solutions and technologies - either directly or through the Service Desk - to resolve problems and to maximise service quality, efficiency, and continuity.
9. Research and explore trends in the education market of the technology sector relating to the use of new applications and services in learning and teaching, presenting their suitability for consideration into the L&T service catalogue.
10. Collect, analyse, and present reports and results to inform decision making within relevant areas.
11. Contribute to the development and monitoring of divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
12. 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 or substantial relevant experience working in a similar role.
2. A minimum of three years' experience of developing, implementing, and supporting digital-learning applications.
3. Experience of developing and configuring digital learning tools and services.
4. Experience of implementing and supporting technology-based solutions for learning and teaching.
5. Experience delivering technical training to both expert and lay audiences.
6. Experience of supporting digital learning systems and practices within a teaching room setting.
7. Experience of using Microsoft 365 stack.
8. Understanding of core learning and teaching styles, and how these can be supported through educational technology.
9. Good literacy and numeracy skills.
10. Excellent verbal and written communication skills.

11. Ability to communicate with, and present to, people at all levels across the University.
12. Ability to identify and solve problems.
13. Ability to work in a team, but also on own initiative.
14. Commitment to the provision and continued development of a high-quality service.
15. Willingness to work flexibly to meet the requirements of the post.

**DESIRABLE CRITERIA:**

1. Honours or Higher degree with significant computing component.
2. Certified in IT service management practice (e.g. ITIL, CompTIA ITF+ etc).
3. Experience of designing technology solutions for classroom use.
4. Certified in training practice (e.g., CIPD, ILM, MCT, CompTIA CTT etc).
5. Experience of developing and delivering training solutions.
6. Experience of composing web content with contemporary Content Management Systems.
7. Experience of using Microsoft 365 stack to enhance learning and teaching delivery.
8. Experience of using video content management and media editing software applications.