ILT CURIICULUM SUPPORT ASSISTANT – 1Degree

JOB DESCRIPTION

Supervisor: Information and Learning Technologies Curriculum Manager

Reports to: Dean of Information and Learning Technologies

Responsible Executive: Director of Information and Learning Technologies

POSITION SUMMARY

The primary role of the Scotch College 1Degree Coach is to facilitate the integration of learning technologies into the College's teaching and learning programs. The 1Degree Coach will be the first point of contact for many community members and will provide assistance with first-level support in technology issues.

ESSENTIAL CRITERIA

i) **Education & Training**
   - Working towards a tertiary qualification in a related field is desirable but not essential

ii) **Core Competencies (Knowledge, Skill & Experience)**

   Technical
   - Sound understanding of basic Operating Systems processes
   - A broad understanding of Macintosh applications commonly used by the Scotch community

   Human Relations
   - Relates well with people of varying ICT capabilities
   - Interacts in a courteous and polite manner
   - Has a passion for technology
   - Adapts to new and challenging situations
   - Is able to work individually or as part of a team
   - Possesses excellent interpersonal skills

iii)   **Additional Requirements & Values**
- Maintains ongoing training as directed, utilising resources such as Lynda.com, to ensure skills and knowledge are continually developed
- Positive outlook with the willingness to become involved in Scotch College life
- Demonstrated ability to embrace Scotch College Values of Service, Integrity & Stewardship underpinned by the values of the Uniting Church in Australia (UCA); in particular the UCA Charter of Education
- Demonstrated ability to abide by organisational Health & Safety Policy, Procedures & Guidelines

CORE RESPONSIBILITIES & TASKS

ILT SUPPORT
- Promptly and efficiently process enquiries from clients presenting at 1Degree desks   - Provide first-level technical and administrative assistance in the development, deployment and on-going support of ILT Curriculum Projects   - Assist staff and students by diagnosing and solving their ILT issues, ideally in a manner that enables the community member to solve the problem themselves in the future   - When appropriate, direct the client to the Tech Centre and explain why this is necessary   - Assist with community events and activities, when required   - Offer teachers direct classroom support when warranted   - Assist the community with their use of the LMS, administration system and other online resources provided by the College
IMPROVEMENT
- Actively source and create knowledge base articles that will maximise opportunities for members of the community to 'self help', saving both their and support time   - Actively and regularly contribute to the improvement of documentation and processes relating to 1Degree
WORKING ENVIRONMENT
- Ensure the 1 Degree area remains functional and tidy   - Help to create a vibrant, engaging and exciting atmosphere for staff and students   - Keep work areas clean and tidy   - Actively use the operational tools to maintain good communication flow between 1Degree members, Library and ILT

This job description is intended as a guideline to illustrate the main job responsibilities. It is not intended to be an exhaustive list and may change within the scope of the role at the Manager's discretion. Employees may also be required to undertake other reasonable duties as directed.

Employee Name: _____   Employee Signature: _____   Date: _____

Updated 15 May 2017

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