

Learning Technologist – Job Specification

Location:	DBS, Castle House, Dublin 2
Working Hours:	37.5 hours per week. The hours will typically need to align with the delivery of teaching. This may require late evening and/or weekend attendance during term time.
Reports to:	Head of Learning Innovation & Flexible Delivery

Purpose of this role

DBS operates a School comprising different educational disciplines across Business, ICT, Humanities, Law and Arts, as well as a suite of professional accountancy courses and professional development diplomas. Its teaching delivery is currently characterised by traditional HE classroom-based methods though it has a strategic objective to introduce greater innovation in its delivery. The role of the Learning Technologist is to assist Faculty in their plans to innovate in teaching with greater use of digital technologies.

This post holder will work with the Head of Learning Innovation & Flexible Delivery and will collaborate with the Head of IT and with Faculty. He/she will take responsibility for aspects of training and support of staff and students in relation to digital technologies used in the delivery of the suite of undergraduate and postgraduate programmes, thereby ensuring that services are efficient, effective and flexible to changing circumstances. Additionally he/she will be involved in the continuing delivery of DBX, the DBS online offering, and in furthering the DBS technology enhanced curricula and strategy of increased innovation in delivery.

This is a busy and varied role which requires the post holder to communicate persuasively and tactfully with faculty and staff, to ensure cooperation and compliance with milestones in the agenda for change and the introduction of innovation in teaching. The post holder must be able to work to tight deadlines on his/her own initiative, and to learn new systems and procedures rapidly.

Objectives

The objectives of this role are to

- Provide developmental and operational training and support for Faculty in the delivery of online modules
- Provide operational support and training for students who are accessing teaching and learning remotely, through live-online classes or through asynchronous access
- Support the enhancement of the curriculum across all programmes and disciplines through digital technologies
- Support the increased usage of Moodle (or other platforms) functionality by Faculty and students
- Provide support for Faculty on the software resources required for specific programme delivery, across all subject areas in the School.

Main Activities

Support for Software resources in Programme Delivery

- Act as a point of contact for faculty and other members of the team, dealing with enquiries and providing support in relation to technology involved in delivery of modules
- Establish a Software Decision Group to review all requests for software and technology products for use in the delivery of programmes at DBS, ensuring they are industry standard, consistent within programmes and provide the functionality required to meet the learning outcomes of the programme. The Software Decision Group will include Course Directors (or Programme Leaders), IT and others as appropriate
- Establish, maintain and use clear and effective communication with Faculty in all aspects of support of deployed software
- Advise and assist with the introduction of technology-supported learning, through workshops, teaching on courses for new lecturers, one-off consultations or (in most cases) through collaborative project work that can be framed as 'action learning'. Such advice typically focuses on educational or organisational implications
- Undertake a range of networking activities, such as liaising with other parts of the College that have related interests and objectives, increasing colleagues' awareness of existing practice, enable exchange of ideas and experience in technology-supported learning and teaching
- Contribute to the development of strategy and policy, e.g. by providing expert advice, by writing or commenting upon draft documentation or through the identification of needs and opportunities for the development/deployment of learning technologies
- Contribute to the development of understanding and practice in the field of learning technology through engagement with discussions (formal and informal), such as attending conferences, workshops, undertaking research and participating in other other events
- Explore the problems and complexities of practice in order to provide appropriate guidance and advice. (Learning Technology involves analysis and grounded enquiry rather than the application of a standardised body of procedures and facts, although this work would be expected to draw upon educational theories and research.)

Support for Online teaching & Learning

- Provide VLE support to Faculty on the delivery of classes online
- Troubleshoot and resolve issues for both student/faculty as they arise with DBX and its associated tools
- Support Faculty in the design and development of computer-based materials to support students in their online learning
- Support and manage storage of online materials

Technology Enhanced curricula

- Assist Faculty on the use of Moodle, Urkund and other technology-based learning systems where required
- Identify new areas or functions of Moodle which can be utilised and provide information and examples of same
- Investigate areas where technology can be used to enhance the teaching and learning in DBS
- Facilitate access to expertise, services and resources relating to technology-supported learning

Enquiry Management

- Collaborate with the Student Engagement and Success Unit (SESU) to enhance the reporting capability of Moodle and other systems to determine student engagement

Person Specification

The post holder will possess the following qualifications and experience.

- Educated to degree level or above
- Experience in a support role preferably with experience of education provision or equivalent
- Knowledge of e-learning production software (e.g. Articulate Storyline or Camtasia) and knowledge of associated standards such as SCORM/Common cartridge
- Experience of working in a customer service environment
- Evidence of effective team working
- Experience of multimedia content delivery using a Virtual Learning Environment is desirable
- Experience of working within the Higher Education sector is desirable

The post holder will have the following skills and attributes:

- Excellent IT skills including a knowledge of web and VLE Technologies
- Excellent organisational and time management skills
- Excellent communication and interpersonal skills in order to communicate effectively and with team members and Faculty. Ability to develop good working relationships is essential.
- Excellent written and oral communication skills
- Information management skills including a high level of accuracy and attention to detail
- Capacity to manage and prioritise a high workload, often working to tight deadlines
- Capacity for independent working and an ability to contribute as an active member of the team
- Competent, conscientious and motivated with a methodical approach to work
- Adaptable and flexible, with the ability to learn new skills quickly
- Customer/student focused, with a friendly and helpful attitude

All appointments are subject to passing Garda Vetting and providing proof of eligibility to work in Ireland on full-time basis (upon being invited to interview).

To apply please send your CV and cover letter to recruitment@dbs.ie

Benefits at DBS:

- 24 days of annual leave entitlement
- Personal Retirement Saving Accounts (PRSA)
- Life Assurance & Disability
- VHI Group Scheme
- Free places on all internal courses (including online DBX courses) also discounts for family members
- Tax Saver Travel Tickets
- Cycle to Work
- Sports and Social Club
- 2 Volunteering Days
- Employee Assistance Programme

The job description is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected that the job description will be reviewed regularly by the post holder and his/her manager