LEARNING TECHNOLOGIST (SUPPORT OFFICER)

GENERAL JOB SPECIFICATION
Duties and Terms & Conditions of Employment

1. PREAMBLE

Mary Immaculate College is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's menu of educational programmes expand across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in twelve undergraduate degree programmes and a wide range of postgraduate programmes up to and including doctoral level. Academic staff members engage in professional academic research activities, and research underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

2. CANDIDATE PROFILE AND SCOPE OF THE POSITION

Mary Immaculate College wishes to fill the position of Learning Technologist (Support Officer) on a fulltime, permanent basis.

The successful candidate will form part of the Learning Enhancement and Academic Development Centre at Mary Immaculate College, Limerick. The successful candidate will report to the Digital Learning Manager and will also work with all team members in the Centre to provide pedagogic and technical advice, learning design project coordination and expertise, technology support and training on the practical and inclusive application of digital technology in teaching, learning and assessment.

As a member of MIC's Learning Enhancement and Academic Development Centre, the post-holder will provide front-end user support to facilitate the use of digital technologies within a teaching, learning, assessment and feedback context. This postholder will have an understanding of user interfaces and the administration of digital tools. They will contribute to the full cycle of systems implementation and maintenance, development of user training and guidance documents, and delivery of staff training and professional development. Additionally, they will provide programme development guidance for new and renewing programmes and support the overall advancement of teaching, learning, assessment and feedback within the College using digital tools. They will address support requests from staff both in terms of a just-in-time service and in relation to the ongoing support of online and blended programmes. As the digital technology sector is constantly evolving and changing, the Learning Technologist (Support Officer) will monitor developments in the sector, will help to trial new applications, and advise on technologies that will help to strengthen the College's use of technologies in the classroom and beyond.

Essential Qualifications and Skills

a) A third level qualification at level 8 or higher on the National Framework of Qualifications in digital design, digital education, or a cognate field, and/or a master's level qualification or higher in digital education, digital media creation, educational technology or a related field equating to or exceeding Level 9 on the National Framework of Qualifications

b) One year's experience of work in digital or online training, learning materials development, staff development or support involving teaching, learning and assessment technologies and related pedagogies;

c) Demonstrable experience with a range of digital technologies and devices, virtual learning platforms, media development applications, content management systems, web communication and associated tools, demonstrating the integration of such tools to support and deliver blended, hybrid and/or online learning, teaching, assessment and feedback;

d) Experience managing front-end administration of digital tools;

e) A record of initiating, devising or creating multimedia content or training objects, preferably for teaching and learning settings, using a variety of authoring tools, with evidence of process and quality control management;

f) Evidence of practice and experience with technical problem identification, analysis and troubleshooting, evaluating, documenting and responding to user queries and providing appropriate, informative support;

g) Experience of working in partnership with a range of stakeholders to lead appropriate pedagogical enhancement of digital technologies for learning and teaching;

h) Experience of managing small and medium-scale projects, prioritising tasks, maintaining agreed schedules, ensuring effective stakeholder participation, using own initiative to solve problems in a practical manner, and escalating concerns as necessary;

i) Engaging communications skills in written and oral presentations and general communications with evidence of audience awareness, tact and the capacity to communicate technical issues to specialists in other non-technical domains;

j) Evidence of teamwork, positive team engagement with the capacity to respond to dynamically changing requirements within a team or individually, using own independent, informed initiative;

k) Competent and collaborative organisational skills with a flexible approach to meet tight deadlines;

l) Evidence of recognising, understanding and appropriately responding to the needs of a diverse user base.

In addition, it is desirable that applicants will have:

m) Demonstrable experience of the Moodle virtual learning environment as an administrative level user;

n) Experience working in higher education in partnership with academic staff on online, blended or hybrid programme design, development and delivery.

o) Knowledge of and practice in the application of Universal Design (UD) and Universal Design for Learning (UDL) in teaching and learning and through digital implementations;

p) The ability to work in an effective manner with users through the medium of Irish.

Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge.
Applications are welcome from people who have a positive outlook to Irish.

3.   JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Digital Learning Manager to whom they report to and to whom they are responsible for the performance of these duties in the first instance. The appointee will also have a reporting relationship to the Director of Teaching and Learning.

The appointee will report through the Digital Learning Manager to the Director of Teaching and Learning and/or such other College Officers as the President may designate from time to time. The appointee will work with members of College Management, and will liaise with the Vice-Presidents, Deans of Arts and Education, Heads of Departments, Heads of Professional Services functions, other College personnel and with relevant College units in carrying out the duties attaching to the post.

The reporting relationship may be subject to review from time-to-time, in line with service needs and developments in the College.

Duties and Responsibilities

- Manages support and assistance requests as the first-point-of-contact for the department
- Aids in the administration and support of the College's Virtual Learning Environment (VLE), including providing quality entry level support that adapts to users based on their range of experience and competence.
- Assists users with support for Moodle, Turnitin, YuJa, Mahara, and other technology within the College's portfolio.
- Maintains a record of support calls and responses
- Logs digital tool feature requests and defects, and can analyse and report on this data to support colleague discussion.
- Escalates advanced issues and support requests to Learning Technologists (Technical Officer or Senior Technical Officer) or to ICT/third party vendors as approved.
- Performs administrative tasks for the support of conferences, workshops, committees and events run by LEAD including the monitoring and reporting on participant feedback.
- Administers team outreach in consultation with colleagues and supports staff in information dissemination.
- Manages the organisation of files, information and resources for the team.
- Contributes to the maintenance of LEAD user-focused information resources and tools by monitoring and reporting on usage of resources and tools, and by proposing service or content recommendations based on experience of support requests coming into the department.
- Engages in professional development in the domains of education, technology and emerging fields.
- Collaborates with colleagues both within and beyond LEAD in support of large project undertakings in tasks requiring technical experience, reporting, reviewing and testing.

The list of duties and responsibilities of this post are broadly defined and are not exhaustive. The performance of the entire range of duties is not necessarily confined to any one individual, as the work requires that the staff function in a flexible manner and work together as a team. The College retains the right to assign new duties and/or to re-assign staff to other areas of the College, in response to service needs. The Director of Teaching and Learning reserves the right to reassign the Learning Technologist (Support Officer) on a permanent or temporary basis, as necessitated by operational needs.

4.   TERMS AND CONDITIONS OF EMPLOYMENT

General

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

Place of Work

The appointee's place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the appointee to work from any other location. It is a requirement of the College that the appointee must reside within a reasonable distance of the College.

MIC operates a blended working policy which offers scope for the post holder to combine office attendance with remote working, subject to the provisions of the policy.

Exclusivity of Service and Outside Work

The person appointed will be required to devote their full-time attention and abilities to their duties during their working hours in the College and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is working in the College, they may not, without the prior written consent of the Vice President Administration and Finance, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the duties that the person has been employed for.

The appointee will not, during their tenure of office, undertake paid outside work unless they have received the permission of the Vice President Administration and Finance (VPAF) of Mary Immaculate College to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the VPAF. It is also the duty, in every case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

Probationary Period

The appointment is subject to satisfactory completion of the standard 6-month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period.   Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of the acting appointment during the probationary period, for any reason or no reason, will be at the discretion of the College. The disciplinary procedure will not apply to a dismissal during probation where the probationary employee has been employed by MIC for less than 12 months.

Hours of Attendance

Full time hours are 35 hours per week.

The normal hours of duty are Monday to Thursday, 9am to 5.00pm with a 1-hour lunch break and Friday 9am to 4.45pm with a 45-minute lunch break each day. However, the duties attaching to the position are such that the post holder may be required to work evenings/weekends on occasion to accommodate service

needs. Subject to College policy, the post holder may avail of "Time-Off-In-Lieu (TOIL)" or overtime where working hours exceed 35 hours per week.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs.

Salary

The Salary scale for this position has been approved by the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in **Circular 003/2023**, will commence on the first point of the salary scale.

The Analyst Programmer (Grade 1) Non New Entrant annual salary scale with effect from 1st January 2024 is:

€45,220; €46,632; €48,071; €49,511; €50,951; €52,424; €54,907; €57,017;

The Analyst Programmer (Grade 1) (New Entrants) annual salary scale with effect from 1st January 2024 is:

€41,102; €43,668; €45,220; €46,632; €48,071; €49,511; €50,951; €52,424, €54,907, €57,017;

Increments are awarded in line with national pay agreements.

Salary will be paid on a monthly basis on the 25th of each month, or the previous Friday if 25th falls on a weekend, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions, Pay Related Social Insurance (PRSI) and Universal Social Charge (USC).

Superannuation

New entrants appointed will be required to participate in the Single Public Service Pension Scheme and pay Superannuation contributions at the appropriate rates in accordance with the provisions of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012. Details of this scheme can be obtained from the College's website.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The appointee will be required to pay Additional Superannuation Contribution (ASC) under the provisions of the Public Service and Pensions Act 2017.

Appointees who commenced employment in the public service between 1st April 2004 and 31st December 2012 and have not had a break in employment of greater than 6 months will have no mandatory retirement age. All other appointees will have a mandatory retirement age of 70.

Annual Leave

The annual leave entitlement for this grade is **25** working days per leave year. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

Sick Leave

There is a discretionary sick pay scheme, details of which are available from the Human Resources Office. Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Confidentiality

In the course of working in Mary Immaculate College, the person appointed may have access to or hear information concerning staff and/or students and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or discussed except in the performance of normal duties and, unless authorised to do so, this information shall not be communicated to a third party. In addition, records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health & Safety

Mary Immaculate College attaches the highest regard to the safety, health and welfare of its employees. It is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise themselves with the Safety Statement.

Employees are obliged to wear any PPE (Personal Protective Equipment) that they may be provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

College Policies, Rules and Regulations

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education, the Department of Further and Higher Education, Research, Innovation and Science and the Higher Education Authority.

Employees are at all times subject to the provisions of the Code of Conduct for Staff, College policies, rules and regulations. These policies include but are not confined to Disciplinary & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. All policies are outlined on the College's Staff Portal for College employees. All

employees are required to familiarise themselves with the contents of Policies and Procedures, on the College's Staff Portal.

Termination of Employment

At least two calendar months written notice is required to resign this post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under their control when the employment is terminated.

5. APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

Shortlisting
An expert group will convene to conduct shortlisting of applicants, measured against pre-determined criteria.

The criteria that will be used to shortlist candidates for this appointment are:

a) A third level qualification at level 8 or higher on the National Framework of Qualifications in digital design, digital education, or a cognate field; and/or a master's level qualification or higher in digital education, digital media creation, educational technology or a related field equating to or exceeding Level 9 on the National Framework of Qualifications;

b) One year's experience of work in digital or online training, learning materials development, staff development or support involving teaching, learning and assessment technologies and related pedagogies;

c) Demonstrable experience with a range of digital technologies and devices, virtual learning platforms, media development applications, content management systems, web communication and associated tools, demonstrating the integration of such tools to support and deliver blended, hybrid and/or online learning, teaching, assessment and feedback;

d) Evidence of practice and experience with technical problem identification, analysis and troubleshooting, evaluating, documenting and responding to user queries and providing appropriate, informative support;

Normally the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that a limited number will be called to interview. This is not to suggest that other candidates are necessarily unsuitable to undertake the job, rather that there are some candidates, based on their application, appear to be better qualified and/or have more relevant experience. It is incumbent, therefore upon the applicant, to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

Interview
A recommendation for appointment will be made by an Interview Board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which permanent appointments to the position of **Learning Technologist (Support Officer)** may be filled during the life of the panel (12 months).

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to participate in pre-employment health screening.

Garda Vetting

Successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment. Applicants who have resided outside Ireland for a cumulative period of 36 months or more over the age of 18 years must furnish a Foreign Police Clearance (FPC) from the country or countries of residence. Please note that any costs incurred in this process will be borne by the applicant.

Applicants Outside European Economic Area (EEA)
Mary Immaculate College welcomes applications from candidates outside the EEA, however such applicants should familiarise themselves with relevant Government policy before making an application. Further information from the Department of Enterprise, Trade and Employment is available here: Economic migration policy - DETE (enterprise.gov.ie)

Making of Applications

Applications must be submitted on an official application form in typed format. Handwritten or incomplete applications will not be accepted. Application forms for this post may be downloaded from the Mary Immaculate College website. www.mic.ul.ie/about-mic/vacancies Applications must be submitted by e-mail to recruitment@mic.ul.ie with the subject title **Learning Technologist (Support Officer)** - no later than:

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2p.m. on Tuesday 4th June 2024

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The Human Resources Office will acknowledge receipt of your application by sending an email to the email address provided. Please be sure to check Spam and Junk folders as it may be redirected here by your account preferences. If you do not receive an acknowledgement of your application form within 2 working days, please contact hr@mic.ul.ie

Late applications will <u>not</u> be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in their favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without their knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer. Mary Immaculate College holds an Athena SWAN Bronze Institution award in recognition of our commitment to advancing equality and opportunity for all in higher education.

May 2024