

**JOB DESCRIPTION**

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the post holder.

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| **Job Title:** Learning Systems Administrator | **Job ref no:** LWB-0109-25  |
| **Grade:** 6  | **Department:** Learning and Wellbeing |
| **Accountable to:** Head of Digital Learning | **Responsible for:** N/A |

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| **Job summary:** The Learning Systems Administrator is based in the Digital Learning team within the Directorate of Learning and Wellbeing (LWB).  Principal responsibilities will include but are not limited to: * Daily operations, maintenance, development and support of the learning systems which make up the digital infrastructure for teaching and learning.
* Be first point of contact for student and staff with advice and guidance to resolve operational problems and enquiries, ensuring any issues are properly investigated and resolved.
* Encourage positive and consistent engagement with the VLE and digital learning systems across academic and student users.
* Ensuring the learning systems are running optimally and securely, managing the application of relevant system patching and updating software as required.
* Make recommendations for improved efficiency and effectiveness for users and contribute to the ongoing development of learning systems and the development of annual roadmaps.
* Ensuring all technical information, processes and procedures are effectively documented and are kept up to date.
* Coordinate effective reporting and data analysis for management information to analyse the use of the VLE and other learning systems and assess the impact on the student experience, making recommendations as appropriate
* Supporting the realization of the RVC Strategic Plan, the Blended Learning Strategy and RVC Data Strategy through LWB’s operational plan.

The post-holder must be committed to eexcellent customer service and the championing of digital learning systems and enhancement of pedagogical practices. The successful applicant will therefore have technical and pedagogical knowledge and experience, and excellent problem solving and communication skills.   |

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| **Competency: Service Delivery** **Key tasks:*** Provide effective, timely and positive helpdesk support for all users (student and staff) to encourage and extend the use of learning systems to support RVC’s educational offering of courses.
* Ensure urgent helpdesk issues are escalated appropriately and in a timely manner.
* Work effectively with the Registry, Course Leaders, and IT to establish new Moodle courses and the annual rollover existing courses.
* Maintains procedures and policies to ensure the security, capacity and integrity of learning systems/networks including usage reports, third-party access, hosting, backups, upgrades and installing plug ins
* Support for out-of-hour maintenance and updates where necessary.
* To ensure that RVC learning systems comply with institutional or external requirements with regard to accessibility and inclusiveness (particularly in respect of SENDA, DDA, GDPR legislation), and to work in accordance with our equal opportunities policy.
* Writes and maintains technical procedures and policy documentation to ensure the quality, accuracy and currency of documentation of systems.
* Perform testing as appropriate including unit testing, system testing, in line with agreed protocols.
* Identifies and communicates opportunities for process and quality improvements, providing feedback on usage, defects, and suggested enhancements.
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| **Competency: Teamwork and Motivation** **Key tasks:*** Work effectively with members of the Digital Learning team and the Educational Development team to support ongoing developments, changes requests, updates, and projects of learning systems.
* To develop and improve existing learning systems/resources and extend functionality where necessary working in collaborations with other members of the Digital learning, Ed Dev, BIU, and IT teams where appropriate.
* Liaise with external consultants, in-house developers, and exams staff, training academic users and resolving technical issues with the learning systems.
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| **Competency: Teaching and Learning Support****Key tasks:*** Contribute to the development of new reports tracking learner performance and resource usage on the VLE and other learning systems.
* Take initiative in identifying and introducing innovative technical solutions to support more efficient use/ improved user experience of learning systems.
* Make recommendations to inform the selection, planning, and implementation of new learning systems.
* Assist with the development, implementation, and technical support of online assessments.
* Commitment and appreciation of the importance and effective delivery of an excellent student experience to all learners and support to all staff.
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| **Competency: Liaison** **Key tasks:*** Liaise with teams within the Directorate of Learning and Wellbeing to ensure learning solutions and associated projects meet strategic aims.
* Collaborate with Directorate of Learning and Wellbeing staff and other RVC technical staff to ensure effective integration of learning systems such as assessment, intranet and student records with Moodle and learning analytics tools.
* Liaise with external contractors to support the development of new technical solutions.
* Acquires and maintains knowledge of current digital learning technology as it applies to VLE software and systems.
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| **Flexibility:** To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above and to work outside of working hours on maintenance and update.  |