Job Title  e-Learning Advisor (1)  
MALTS  
Line Manager  e-Learning services manager  

Job Purpose  
The job is to work with academic and other colleagues with the aim of ensuring the appropriate use of educational technologies throughout the university community.  
This post focuses on the provision of assessment and information services.  

Main Responsibilities  

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Percentage</th>
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<tr>
<td>To plan and implement the audience response system, including identifying and suggesting enhancements, administration and record keeping, and providing appropriate support and training resources.</td>
<td>10%</td>
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<tr>
<td>To plan and implement the online assessment system, Respondus, including identifying and suggesting enhancements, administration and record keeping, and providing appropriate support and training resources.</td>
<td>15%</td>
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<td>To initiate and lead discussions with course organisers about the use of the audience response system and Respondus.</td>
<td>5%</td>
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<td>To provide support for the use of online survey tools.</td>
<td>5%</td>
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<td>To provide professional advice and technical support for the use of the online assessment system Question Mark Perception.</td>
<td>30%</td>
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<td>To contribute to information provision through development and maintenance of the website.</td>
<td>15%</td>
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<td>To take a proportional share of the work of the MALTS team which gives online and personal responses to enquiries from academic and support staff about e-learning</td>
<td>10%</td>
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<tr>
<td>To offer professional advice and guidance to academic staff in their selection and implementation of educational technologies</td>
<td>10%</td>
</tr>
<tr>
<td>Undertake other tasks related to provision of e-learning services</td>
<td>As required</td>
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Planning and Organising  
Tasks and Projects to be undertaken will be agreed with the line manager. However the postholder will plan their own daily schedule, prioritise different tasks, arrange meetings and negotiate access to shared resources.  

Problem Solving  
Identify risks to service reliability and recommend actions. Analyse problems presented by users of Respondus and the audience response system. Devise and implement solutions to problems, seeking assistance if necessary. Differentiate between major and minor issues and identify the urgency of a problem. Formulate procedures to ensure that a stable and resilient service is offered. This job requires particular responsiveness in a wide range of areas, and the postholder must be able to switch quickly from one context to another without any impact on the quality of service to the user.  

Decision Making  
Differentiate between major and minor issues and identify the urgency of a problem. Take appropriate action to ensure urgent problems are resolved as quickly as possible, perhaps taking direct independent action. Solve minor problems independently, solve major problems
collaboratively. Decide which actions require to be documented and what communications are needed with users and colleagues.

Key Contacts/Relationships

Engage and advise academic staff and teaching organisations on the appropriate use of a range of educational technologies, from both a technical and a pedagogical perspective. Act as an advocate for the appropriate use of educational technologies.

Identify and recommend enhancements and additions to the suite of services provided by MALTS. Collaborate with colleagues from other teams across information services and MIS to provide stable and resilient e-Learning services, and to develop new tools and resources.

Respond appropriately to a range of user queries, from staff, students and other support teams.

Knowledge, Skills and Experience Need for the Job

An e-learning advisor should have a basic knowledge of a wide range of e-learning systems and a detailed understanding of at least one and usually two or three main service areas.

This particular post requires detailed knowledge of the proprietary assessment systems Perception and Respondus and excellent communication skills. It is necessary to be able to understand requests from academic staff related to assessment issues and to translate those into a technical implementation, or to negotiate a technically achievable alternative. Excellent web authoring skills including a knowledge of xhtml, CSS and at least two programming languages are also required. The postholder needs to excel at dealing with multiple challenging technical problems, and perhaps taking action without the ability to refer to more senior colleagues. Aptitude and the ability to act sensibly in this area is more important than formal qualifications, but the post would normally require a degree and some relevant working experience.

Dimensions

The e-learning section provides robust and reliable e-learning tools and systems, many on a 24 x 7 basis, and comprehensive user support for these systems. They are available to every course, every student and every member of staff in the University. Although this post has no direct line management responsibilities the postholder may be asked to lead projects involving the participation of up to 5 colleagues.

Respondus is available on a site licence basis at annual licence cost of approx £1500. The audience response system is used by about 1000 students during a semester and permanent facilities are being installed in some lecture theatres in response to demand. The website receives upwards of 100,000 visits per year. This is a key job in terms of providing a general back up to many of the campus wide e-learning systems.

Job Context

This job contributes to the strategic goal of excellence in education, and will involve direct contact with clients at all levels within the university. The bulk of the working contacts will be staff (academic support and admin.), but there will also be contact with students (UG and PG).