Job Title  e-Learning Developer (specialising in graphic design and multimedia) (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 graphical multimedia services, but also has specific responsibility for running the digitisation service.

Main Responsibilities

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To plan and deliver a 35mm slide digitisation service, including identifying and suggesting enhancements, administration and record keeping, and providing appropriate support and training resources.</td>
<td>15%</td>
</tr>
<tr>
<td>Shared responsibility (with one other) for graphic design services for e-learning team.</td>
<td>20%</td>
</tr>
<tr>
<td>To provide support for website development, CD &amp; DVD development and animation creation.</td>
<td>45%</td>
</tr>
<tr>
<td>To offer professional advice and guidance to academic staff in their selection and implementation of educational technologies.</td>
<td>5%</td>
</tr>
<tr>
<td>To provide support for the plagiarism detection service, turnitin</td>
<td>10%</td>
</tr>
<tr>
<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>5%</td>
</tr>
<tr>
<td>Undertake other tasks related to provision of e-learning services.</td>
<td>As required</td>
</tr>
</tbody>
</table>

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. They will manage and co-ordinate projects from concept to final production, and this may include liaison with print suppliers and particularly ensuring appropriate scheduling of activities and resources.

Problem Solving

Identify risks to service reliability and recommend actions. Analyse problems presented by offering digitisation services. 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.

Devise and implement effective graphical designs including use and development of animation and multimedia, provided only with a client’s verbal description of what is sought. Encapsulating the vision, or sometimes creating it from nothing!

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

All staff in the e-learning team 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 a detailed knowledge of graphic design and the commonly used graphics packages: Photoshop, Illustrator, Freehand and InDesign, and knowledge of creative authoring tools such as Macromedia Director and Flash. Knowledge of web development standards: usability and accessibility issues and responsibilities. Detailed knowledge of all aspects of print production and current techniques within print and associated processes is required. The post would normally require a relevant degree and/or equivalent 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. In the last year the digitisation service digitised over 2000 slides. Traditional 35mm slide projectors are no longer serviceable so all existing critical teaching materials held as 35mm transparencies potentially require to be digitised. Large design jobs are generally sent to external printing services and rarely cost less than hundreds of pounds, often they can cost thousands.

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).