Learning Resource Support Technician

Department: Learning & Library Resources

Reports To: Library & Resource Manager

Job Purpose:

To provide general training for FE students, HE students and CPD for staff, in basic PC use and generic IT packages and assistive technology. To provide training sessions, 1-2-1 and small group support, drop-in clinics, master classes and on-line resources across the whole College. To provide assistance to students and staff using the Learning Resources Centre (LRC) including duties associated with obtaining, renewing and returning learning resources. To assist staff and students in the development and use of e-content on courses on the college virtual learning environment and through other digital learning platforms/approaches. To carry out a wide range of library and administrative duties, including the operating of booking systems, maintaining records, sorting and cataloguing learning resources, stock-taking and marketing of resources available.

Key Responsibilities:

Support Moodle
- Providing first-line support and training to teaching and business support staff on the administration and use of the College's Virtual Learning Environment, Moodle.
- Provides training 1:2:1 and to groups on using, managing and developing a Moodle site
- Perform administrative duties throughout and at the end of academic year

Support Touchscreen training
- To assist in training groups of students and staff on how to use the connectivity software which links student and staff devices to the Prowise touchscreens and Smartboards

Support Google
- To assist in providing advice, support and training, including remotely, on agreed aspects of using Google applications, including specified items among the following: Google Apps for Education, Drive, Classroom

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New Learning Technologies
- Embrace and support emerging learning technologies, by creating bespoke support resources, screencasts, how-to guides and FAQs for the use by teaching staff. Some face to face training may be delivered on staff training days.

Online Publication/Syndication
- Maintains learning technologies aspects of the specialist Moodle courses and Team website to keep teachers updated online on current College requirements as well as techniques needed for using the VLE, Interactive Touchscreens, Google suite and other useful web-based software.

Evaluation of student and staff skills set
- To work closely with Academy Managers, Learning Support, tutorial staff and Tutor Librarians to audit student and staff IT skills and identify need for basic and intermediate IT training.   This will include, but not be limited to:

  On-line safety, file management, email, internet searching, printing, MS office general functions (run multiple programs, save documents, etc.), Word, Excel, PowerPoint, Publisher, Google Classroom, Access, use of the College virtual learning environment – Moodle, use of digital devices, assistive technology, especially MyStudyBar and other assistive, accessible apps and software i.e. Grammerly.

Training delivery platforms are established and promoted
- To work with academic and business support colleagues to create an appropriate menu of on-line resources and face-to-face training opportunities for student and staff cohorts, groups and individuals both within classrooms and Learning Resources rooms, during the day and evenings. To assess the need for FAQs, call-out and e-mail enquiry services, peer mentoring for and by students.

- To continually develop a new VLE presence, bringing together training materials, videos and help guides, readily accessible and well-signposted to all students and staff (and applicable to business support staff and academic staff needs as a by-product of serving student needs).

- To promote to the College community the flexible training offer, both for trainer-led sessions and for the on-line presence, together with their value to individual students for study and employability and staff CPD.

The post holder must also undertake other duties, as appropriate to the grading of the post within the Library and Learning Resource Team, as required including assistance where necessary to Library Counter staff, including work outside of normal hours.

NOTE
This role profile is intended to provide an overview of the role in the context of the ambition of City College Plymouth.

The overview of responsibilities is listed for convenience and is not in any order of priority or significance. It is agreed that the significance of different aspects of the role will vary at different times and that all accountabilities are of potentially equivalent significance.

<u>**Person Specification**</u>

Post: Learning Resource Support Technician		Essential	Desirable
	Qualifications:		
1	Teaching qualification		✓
2	IT qualification	✓	
3	GCSE Maths & English Grade C or above (or equivalent)	✓	
	Knowledge & Experience:		
4	Knowledge of further and / or higher education		✓
5	Experience and working in an educational organisation		✓
6	Experience of supporting young people with technology	✓	
7	Understanding of assistive technology	✓	
8	Experience of designing and delivering training sessions and of assessing learning	✓	
	Skills & Personal Qualities:		
9	Very well-developed IT skills, including internet searching, email, MS Office and Google applications	✓	
10	Understanding of information-handling skills	✓	
11	Good communication and networking skills	✓	
12	A commitment to high customer service standards	✓	
13	Good organisational skills and attention to detail, including statistics and other records management	✓	
	Personal Qualities:		
14	The flexibility to work evenings and possibly occasional weekends	✓	
15	Regular travel between College sites	✓	

Role Context

City College Plymouth expects staff to:

- Work within the context of the College's core values, code of conduct, quality requirements and ethos of continuous improvements.
- Undertake their duties in accordance with College policies and procedures, particularly with respect to:
  - Safeguarding Children and Safer Recruitment in Education, including Prevent;
  - Human Resources policies and procedures;
  - Health and Safety policies and procedures;
  - Equality, Diversity and inclusion policies and procedures;
  - The College's policy on the confidentiality of data stored electronically, and by other means, in line with data protection legislation.
- Keep abreast of developments in their own area of expertise and undertake staff development opportunities where identified and approved, subject to funding.
- Undertake such other duties commensurate with the grade of the post as may be reasonably be required
- You may be required to be trained to administer First Aid.

This Job Description is current at the date shown. It is liable to variation by management, in consultation with you, to reflect or anticipate change in, or to, the job.

Other supporting information can be found on the College's website.

Additional Information

Hours of Work	**:**	**20 hours per week, 40 weeks per year. Permanent**
Salary Range	**:**	**£8,454-£8,729 per annum (pro rata of £17,341-£17,906)**
Salary Scale	**:**	**Business Support Scale 3**
Closing Date	**:**	**Midnight on Wednesday 3 February 2021**

Date: August 2020