

POSITION DESCRIPTION

Position Title	Learning Technology Support Officer		
Organisational Unit	Centre for Education and Innovation		
Functional Unit	Learning Technology		
Nominated Supervisor	Senior Learning Technologist		
Classification	HEW 5		
CDF Level	CDF1	Position Number	10613524
Attendance Type	Full Time	Date reviewed	24-JUN-2026

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

ACU has a bold vision for its future. Our Vision 2033 is our landmark statement of strategic direction for ACU's mission as a Catholic university to constitute a 'Christian presence in the university world confronting the great problems of society and culture'. Our mission is to help shape the coming generations in Australia and beyond, by enabling flourishing lives, fostering thriving communities, and building a more ethical future.

Our Catholic mission informs everything we do – challenging us to respect the dignity of the human person, serve the common good, and embed ethical and social justice considerations throughout our teaching and research. We strive to live our core values of truth, excellence, and service.

We are a publicly funded university, and while we are young, we have grown significantly and we and we are making our mark: we are one of the largest university contributors to the care economy in Australia and rank among the top universities worldwide. We have seven campuses around Australia, more than 200 partner universities on six continents, and a campus in Rome, Italy.

We prioritise our staff, supporting their growth with a positive culture, generous leave, and flexible work arrangements. We invite all staff to engage with our mission in whatever way is most meaningful to them – whether as Catholics, as members of other churches and faiths, or as people with no religious affiliation but who are willing to embrace our vision, mission and strategic direction. We continue to invest in our facilities and workplaces and actively involve staff in shaping the future direction of the organisation.

For further information about the university please refer to ACU's [organisational structure](#).

ABOUT THE CENTRE FOR EDUCATION AND INNOVATION

Comprising of academic and professional staff, the Centre for Education and Innovation (CEI) is an integral link between ACU's directorates, schools, and faculties, providing a centralised support service for all learning and teaching processes and resources. The CEI oversees the implementation of university wide initiatives in all learning and teaching matters, including all learning and teaching policies and technologies. The CEI is also responsible for developing and implementing the ACU Online pedagogy and delivery and monitoring its performance at the course and unit level as well as implanting ACU Thrive, the universities commencing student signature pedagogy which requires direct links with all portfolios of the university. CEI also implements and manages the ACU Higher Education Learning and Teaching Academy (HELTA) which is both

an externally and internally professional learning institute for learning and teaching at ACU.

The Centre's key priority is to enable high-quality student learning experiences by providing services and strategic direction in relation to:

- Initiate, deliver, monitor and evaluate all pedagogies
- Learning experience design and learning technologies
- Student engagement and success
- Quality assurance and academic integrity
- Academic skills development in students
- Academic development, with emphasis on curriculum and professional learning.
- Educational Analytics
- ACU Studios
- ACU Online
- HELTA (Higher Education Learning and Teaching Academy)
- ACU Thrive
- ACU Learning and Teaching Projects and Government Grants

POSITION PURPOSE

The Learning Technology Support Officer supports the operational delivery of Learning Technology services by managing, triaging and resolving support requests, maintaining documentation and knowledge resources and ensuring a high standard of service delivery and stakeholder support across the university.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The [Capability Development Framework](#) describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

Responsibility	Scope
Receive, manage and resolve support enquiries received through ACU's frontline service channels, including Service Central, by providing advice, troubleshooting issues, completing administrative actions, and escalating support requests to Learning Technologists or vendors where required.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Assist with the preparation, administration, and support of examinations and assessment activities within learning	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

Responsibility	Scope
technology systems, including system setup, quality checks, scheduling support, and responding to operational enquiries.	
Develop, review, and maintain user guides, documentation, and knowledge base resources for staff and students, ensuring information is accurate, accessible, and up to date.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Participate in User Acceptance Testing (UAT) related to the design, development and deployment of new learning technologies and related technical integrations.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit
Undertake other administrative duties as directed by the supervisor to support team operations.	The position mainly contributes to activities; outcomes and goals within their immediate team or work unit

HOW THE ROLE OPERATES

The position will need to seek approval from their supervisor before making changes to processes and procedures.
The position solves problems that tend to be repetitive/cyclical on a regular basis.
The position needs to build relationships with staff across the organisation to perform their duties.
This position does not have managerial responsibilities.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience:	• Qualification - Completion of an undergraduate degree, preferably in education or IT; or an equivalent combination of relevant education, training and work experience. • Experience - Demonstrated experience working in a service desk or IT support environment, responding to and resolving technical support requests from diverse end users. • Experience - Experience with ServiceNow (or other ticketing systems), knowledge base management, and delivering frontline support in a higher education or similarly complex organisation is highly desirable. • Experience - Demonstrated experience working with learning technology platforms, examination systems, or digital assessment processes in a higher education environment is highly desirable. • Skill - Well-developed written and verbal communication skills, including the ability to prepare accurate documentation and respond effectively to a range of enquiries. • Skill - Strong interpersonal skills with the ability to build effective working relationships with diverse stakeholders. • Skill - Ability to work both independently and collaboratively in a service-oriented environment. • Skill - Proficiency in using IT systems such as Microsoft Office and corporate service management tools such as Jira and Confluence. • Skill - Demonstrated administrative experience with strong attention to detail and the ability to manage competing priorities.
--	--

Core Competencies:	• Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Communicate with purpose. Gain the support of others for actions that benefit ACU. Negotiate for mutually beneficial outcomes that are aligned with the Mission, Vision and Values of the University. • Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.
Essential Attributes:	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
Working with Children and vulnerable adults check	This role does not require a Working with Children Check.
Pre-employment declaration and background check	Preferred candidates will be required to complete mandatory pre-employment declarations and background checks, including those related to gender-based violence and foreign interference, in line with ACU's compliance requirements.

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart
<https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

