

## POSITION DESCRIPTION

<b>Position Title</b>	Senior Learning Technologist		
<b>Organisational Unit</b>	The Centre for Education and Innovation		
<b>Functional Unit</b>	Learning Technology		
<b>Nominated Supervisor</b>	Senior Program Manager		
<b>Classification</b>	HEW 8		
<b>CDF Level</b>	HEW 8 CDF <sub>2</sub> L	<b>Position Number</b>	10611067
<b>Attendance Type</b>	Full Time	<b>Date reviewed</b>	30-SEP-2024

### ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)

- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

## **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 Senior Learning Technologist will lead the Learning Technology Team in supporting and maintaining the Learning Technology Ecosystem. The position holder will have an excellent understanding of learning technologies and will work closely with the Canvas Learning and Teaching Lead (Product Owner) to ensure that the Learning Management System (LMS) and associated systems are functioning and configured appropriately, and that staff have access to appropriate support and training. The Senior Learning Technologist will build and develop relationships with external and internal stakeholders to effect positive change to the student technology enhanced learning experiences and take responsibility for the team's ServiceNow presence, including forms, knowledge articles, processes and workflows. This position reports to the Senior Program Manager.

## 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
Coordinate a team of Learning Technologists and their work, in service of delivering high-quality student learning experiences at ACU.	The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit
Take responsibility for the Learning Technology Team's training and knowledge services, working with internal stakeholders and vendors to ensure all ACU staff have access to appropriate training and knowledge articles	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Build and develop strong working relationships within CEI in order to ensure a coordinated approach to the management of the Learning Technology Ecosystem through communication and change management, and alignment with the Centre's vision, strategy and articulated approach to service delivery; and build relationships with external stakeholders (including academic, professional staff and vendors) to promote a culture of innovation and ensure that a high level of service is achieved	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Maintain a comprehensive understanding of the ACU enterprise- wide Learning Technology Ecosystem and act as an escalation point for complex learning technology-related issues.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Manage the Learning Technology Team's ServiceNow presence, including triage and assignment of work, Knowledge articles, processes, SLAs, outage management and reporting.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University
Maintain a strong understanding of learning technology developments in the sector in order to benefit CEI and ACU decisions and processes and contribute to the effective progression and maintenance of the Learning Technology Ecosystem.	The position contributes to activities; outcomes and goals; that are implemented and have impact across the University

## HOW THE ROLE OPERATES

The position will have the freedom to implement changes to policies; processes and procedures based on their expertise.
The position requires resilience and adaptability to be able to respond to changes in the sector and business landscape and identify areas of improvement.
The position seeks and creates business opportunities for the organisation by liaising with a range of external stakeholders.
The position manages a geographically dispersed team.

## SELECTION CRITERIA

<b>Qualifications, skills, knowledge and experience:</b>	<ul style="list-style-type: none"> <li>• Qualification - Qualifications in a relevant discipline with subsequent relevant experience and/or an equivalent combination of relevant experience, education and training.</li> <li>• Experience - Experience managing enterprise-wide technology systems.</li> <li>• Knowledge - Expert knowledge of the use of higher learning technologies and their impact on the learning experiences of staff and students.</li> <li>• Skill - Ability to build outstanding relationships with internal and external stakeholders, both at an individual and team level.</li> <li>• Skill - Well-developed problem-solving skills, attention to detail and sound organisational skills with the ability to make informed, evidence-based decisions whilst meeting competing deadlines.</li> <li>• Experience - Experience evaluating the impact of learning technology initiatives at an enterprise scale.</li> <li>• Experience - Experience leading and managing a team</li> <li>• Experience - Experience in managing a service and setting service-related goals and KPIs for a team.</li> </ul>
<b>Core Competencies:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority.</li> <li>• Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence.</li> <li>• Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness.</li> <li>• Make informed, evidence-based decisions by sourcing and interpreting University and business information.</li> </ul>
<b>Essential Attributes:</b>	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.

<b>Working with Children and vulnerable adults check</b>	This role does not require a Working with Children Check.
--	---

## 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>

