



JOB AND PERSON SPECIFICATION

Title of position	Support Officer - Digital Learning and Innovations
Department:	Digital Learning and Innovations
Reports to:	Executive Director, Digital Learning and Innovations
Position created:	2008
Last Updated:	May 2022

JOB SPECIFICATION

1. Preamble

Tabor is a multidenominational College which upholds Christian orthodoxy as expressed in the Nicene Creed. We value and respect the vitality of Pentecostal and Charismatic expressions of faith, the biblical focus of Evangelical Christians and the distilled learning of the wider Church. Our community life is shaped by the following theological emphases:

- (a) Christ-centred: Jesus Christ is the centre of our faith. His life and teaching, death, resurrection and ascension declare him to be Lord and Saviour and most fully reveal to us the nature and purpose of God.
- (b) Spirit empowered: We look to the empowering presence of God the Holy Spirit to renew, direct and shape our individual lives and the corporate life of the Tabor learning community.
- (c) Trinitarian community: The Christian experience of God as Father, Son and Holy Spirit enriches our community with the self-giving love of the Triune God.
- (d) Biblically based: We look to the Bible as the inspired word of God, true and reliable in all that it affirms and authoritative for matters of Christian faith, life and ministry.
- (e) Respect and care for the individual: We affirm that every individual is created in the image of God and therefore has a God-given worth and dignity which demand our respect and care.
- (f) Worship as foundational: We affirm corporate worship as a joy and a service we owe to ourselves and each other as we seek to uphold and nurture the shared faith that underpins our learning community.
- (g) The priority of God's mission: The love of Christ compels us to be active in both evangelism and social concern; together, these express the power of the gospel to overcome evil with grace.
- (h) The reality of hope: The resurrection of Jesus, the gift of the Spirit, and the community of the Church collectively fill us with the hope of a renewed Creation and an unhindered relationship with God. We live in faith and love now because we are a people of hope.

Tabor is a learning community that values:

- (a) Partnership in learning: students, academics, support staff, Boards, Committees, community organisations and professional bodies are viewed partners in the enterprise of vocational and higher education.
- (b) Authentic community: students and staff feel part of a community that is enriching and supportive academically, spiritually and personally.
- (c) Excellence in both academic and vocational education.
- (d) Excellence in scholarship and research.
- (e) Continuous improvement in teaching and learning.
- (f) Freedom of academic inquiry and expression.
- (g) Learning and research that transforms – personally, professionally and through its contribution to civil and global society.
- (h) Equity, social justice and service to the local and global communities – including access to courses by those who are disadvantaged or disabled.

The Support Officer Digital Learning and Innovations will be expected to embrace the values of Tabor and to develop his/her role as an outworking of the relevant aspects of the Tabor's Strategic Plan. Staff must abide by the work, health, and safety policies of Tabor.

2. Summary of the broad purpose of the position, in relation to Tabor's goals (Expected outcome and how achieved)

The **Support Officer - Digital Learning and Innovations** contributes to the growth, development, and viability of Tabor in the following and/or other ways, as agreed with the Executive Director, Digital Learning and Innovations.

- 2.1 Contributes to the development and maintenance of the digital learning environment for Tabor
- 2.2 Manages the Helpdesk ticketing system and delegation of requests.
- 2.3 Assists with Microsoft 365 cloud support.
- 2.4 Provides educational technology advice, support, and training to staff and students
- 2.5 Provides on campus technology support for staff and students (including pc/mac/mobile support, printers, lecture room technology).

3. Reporting/working relationships (To whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

- 3.1 Reports to the Executive Director, Digital Learning and Innovations
- 3.2 Works within the Digital Learning and Innovations Team
- 3.3 Works closely with the IT Department
- 3.4 Liaises with staff of all other Departments

4. Conditions

- 4.1 The position is full time and based at the Millswood site of the Adelaide Campus of Tabor.
- 4.2 Working hours, pay, superannuation and leave provisions are in accordance with Tabor Enterprise Agreement 2019 and Fair Work Act.
- 4.3 Staff are required to be familiar with and to comply with all relevant Tabor policies, procedures and codes of conduct, as amended and updated from time to time.
- 4.4 All relevant policies can be accessed on Tabor's IT network and are available in hard copy on request.
- 4.5 The position is subject to performance reviews on the basis of the outcomes listed in this position description in Sections 2 and 5, and according to Tabor's Policy on Performance Management.

5 Key result areas and responsibility

- 5.1 Assists with the maintenance of Tabor Online (Moodle).
- 5.2 Manages the Helpdesk ticketing system and delegation of requests.
- 5.3 Assists with Microsoft 365 cloud support.
- 5.4 Manages the staff intranet (SharePoint).
- 5.5 Assists with the creation and ongoing management of a student intranet (SharePoint).
- 5.6 Assists with the advancement of staff and student knowledge related to Microsoft 365.
- 5.7 Assists with the administration of FLEX (Library system).
- 5.8 Provides on campus technology support for staff and students (including pc/mac/mobile support, printers, lecture room technology).
- 5.9 Provides staff and student support in the use of Tabor Online (Moodle) including face to face and virtual staff and student orientation sessions.
- 5.10 Regular provision of staff training in both face to face and virtual environments for all educational technology supported by Tabor.

- 5.11 Assists with the development of support materials for Tabor's digital learning environment for students and staff.
- 5.12 Assists with the development of policies and procedures related to the usage and development of Tabor's digital learning environment.
- 5.13 Assists with various digital learning development projects as required.

PERSON SPECIFICATION

Essential Minimum Requirements (Those characteristics considered absolutely necessary.)

Educational/Vocational Qualifications

- Advanced level skills in Moodle LMS Administration
- Advanced level skills in Microsoft 365 – in particular Teams/SharePoint (including document management AND as an intranet)

Personal Abilities/Aptitudes/Skills (related to the job description and expressed in a way which allows objective assessment)

- Commitment to the Christian faith and the ethos of Tabor
- Highly developed problem-solving skills
- A high level of technology aptitude
- Highly developed interpersonal skills (ability to interact with colleagues, students, and external clients, of various temperaments, constructively and with patience and understanding)
- Ability to work under pressure and to meet deadlines
- Ability to envision and implement new initiatives
- Ability to communicate technical concepts to non-technical staff and students
- Detail orientated

Experience

- Demonstrated experience in each of the above areas of Personal Abilities/Aptitudes/Skills
- Previous experience in a training environment
- Previous Moodle experience
- Previous Microsoft 365 experience
- Solid understanding of the educational technology environment
- Basic understanding of technical, design, and media issues.

Optional but desirable/helpful characteristics (May be used to distinguish between suitable applicants who have met all essential requirements)

Experience (including community experience)

- Experience of higher education in Australia

Knowledge

- Knowledge of both PC and Mac environments
- Adobe Creative Suite
- Microsoft Teams and Zoom - or similar virtual classroom / meeting environments
- Microsoft Yammer
- Audio / video production
- Mahara e-portfolio
- Blue Student Evaluation software
- FLEX Library Copyright system
- Microsoft Active Directory
- Microsoft Azure
- Network maintenance
- Cyber security
- Website design

Educational/Vocational Qualifications (useful in carrying out the responsibilities of the position)

- A qualification in website design, graphic design, education and/or digital learning.
- Microsoft Certifications

Other Required Attendance

All staff are required to attend Tabor events such as Graduation Day, Orientation Day and All-Staff Training Day unless otherwise directed.

Encouraged Attendance

Community Worship

Monthly all staff meetings (Koinonia)

SIGNATURES OF PARTIES

Date position description agreed with appointee/occupant: _____ Date: _____

Name of Appointee/Occupant: _____

Signature: _____ Date: _____

Name of Supervisor/Line
Manager: _____

Signature: _____ Date: _____

Date final position description authorised by Tabor: _____ Date: _____

Name of executive staff member authorising this position description: (Senior
Executive or his/her delegate)

Signature: _____ Date: _____

Position of person authorising this position description: _____ Finance and HR
(Senior Executive or his/her delegate) _____ Manager
