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**Community Education Facilitator**

# 2 Year Fixed Term Contract

**The initial appointment will be to Technology Enhanced Learning; however, the area of responsibility may change in line with the needs of LOETB**

**Job Description**

**General Terms and Conditions**

Job Title: Community Education Facilitator/ Technology Enhanced Learning (TEL) Officer

Reporting to: Chief Executive/Director of Further Education and Training/

FET Management Team or other delegated officer/s

Nature of Post: 2 Year Fixed Term Contract - 37 hours per week

Location: Portlaoise (the post will require travel within the Laois/Offaly region)

Salary: Pre 2011 €45,923 - €65,221

Post 2011 €41,488 - €65,221

**Function of the Job**

The successful candidate will form part of the TEL team and will provide pedagogic and technical advice, support and training on the use of educational technology in a variety of different teaching and learning contexts. The successful candidate will work both on an individual basis and collaboratively with staff and learners to promote, support, enhance and transform learning through the use of digital technologies. As a member of LOETB’s IT Department, the successful candidate will also be expected to actively support internal technology enhanced learning innovations and projects.

## Duties & Responsibilities

* + Aid in all aspects of administration and support of LOETB’S Virtual Learning Environment **(VLE)** - Moodle, including providing front-line support to staff email and phone queries.
  + Aid with the front-end administration and support of Moodle, the MS suite of software, and any other software/platforms that may be used in our facilities.
  + Provide pedagogic and technical advice, support and training on the use of educational technology in a variety of teaching and learning contexts.
  + Maintain a record of support calls and manage a log of VLE feature requests and defects.
  + Escalate support requests to ICT/third party vendors and manage them to timely resolution.
  + Test the VLE and TEL tools as specified by the IT Manager.
  + Support the annual VLE upgrade by managing course backup and restore/resetting courses as required.
  + Complete VLE course administration in support of new and existing courses.
  + Design, develop and deliver workshops (instructor-led, blended, online) to support faculty, staff and learners in the effective use of digital technologies to enhance teaching and learning.
  + Develop and maintain staff and learner support resources for educational technologies.
  + Write and edit staff/learner guides for educational technologies.
  + Maintain other communication channels, as required (e.g. MS Teams, social media, email etc.).
  + Work with the PD Co-ordinator to organise and deliver agreed staff training and development.
  + Maintain and upskill own professional skills and knowledge in educational technologies.
  + Maintain and update TEL learner orientation/induction resources and facilitate TEL learner orientations.
  + Provide closed captioning and complete quality assurance and accessibility checks on online learning resources.
  + Maintain TEL equipment records and asset register.
  + Liaise with internal teams on other tasks, as appropriate.
  + Provide regular progress reports on all projects and tasks to line management.
  + Actively support internal and inter-organizational facility technology-enhanced learning innovations and projects.

The work is broadly defined, and the list of duties is not exhaustive. The performance of the entire range of duties is not necessarily confined to any one individual, as the work requires that the staff function in a flexible manner, and work together as a team. LOETB retains the right to assign new duties and/or re-assign staff to other areas of the organisation in response to service needs.

## Person Specification

**Essential Criteria**

1. A qualification in a relevant discipline at level 7 or higher on the National Framework of Qualifications.
2. Demonstrable skills and knowledge of eLearning/Educational Technologies.
3. Good working knowledge of technical platforms such as MS Office, online portfolios, web conferencing tools, multimedia applications and eLearning authoring tools.
4. Experience in providing front-line support of technical platforms and educational technologies such as MS Office, online portfolios, web conferencing tools, multimedia applications, eLearning authoring tools.
5. Experience in providing training to key stakeholders in learning technologies.
6. Evidence of instructional design skills and an understanding of instructional design methods.
7. Excellent communication skills; oral, written and presentation, including the ability to explain technical issues clearly to people at all levels of technical and academic knowledge.
8. Excellent interpersonal skills with the ability to work as part of a team, on own initiative and independently as required.
9. Excellent organisational skills and ability to use own initiative to solve practical problems without supervision to meet tight deadlines.

**Desirable Criteria**

1. A Masters qualification in eLearning, Educational Technology or Technology Enhanced Learning (TEL);
2. Evidence of skills and experience in support and administration of a Virtual Learning Environment (VLE).