QUEEN'S UNIVERSITY BELFAST

Candidate Information

Position:	Digital Learning Solution (DLS) Support Officer
School/Department:	Student Services and Systems
Reference:	20/108480
Closing Date:	Monday 7 December 2020
Salary:	£24,461 - £28,331 per annum
Anticipated Interview Date:	Thursday 17 December 2021
Duration:	This is a fixed-term position, available until 31 December 2021.

JOB PURPOSE:

The Digital Learning Solutions Support Officers work in close liaison with the DLSS Support Analysts to maintain and support Canvas and its integrations to meet the daily demands of the business areas. Working as part of a team, the post-holders will contribute to the delivery and support of a number of areas including: end user support; preparation and maintenance of documentation; system testing; systems configuration & administration; issue investigation and resolution; project support; minutes from support meetings, operational security; rollover & archiving activities.

This role will also liaise across other internal support departments, Canvas Tier 1 support & other integrated third party learning application support teams to investigate and resolve issues.

The team will operate based on ITIL principles.

MAJOR DUTIES:

1. Analyse and resolve standard issues and requests raised by users in line with department procedures.
2. Provide advice and assistance on the operational aspects of Canvas and its integrated technologies to the relevant user groups.
3. Provide assistance to the DLS System/Support Analysts and DLS Team Lead in trouble shooting complex system and data issues to resolution. Document resolution and communicate with end users as appropriate.
4. Working closely with the DLS System/Support Analysts, DLS Team Lead, Canvas Tier 1 support and third party learning applications to analyse business requirements resulting from a support call, new or statutory changes, or any identified system bugs.
5. Monitor office systems and procedures ensuring their effectiveness and take necessary steps to update. Advise relevant staff of new procedures and give any necessary guidance/training.
6. Assist the DLS System/Support Analysts and DLS Team Lead to carry out testing of all new Canvas features, integrations, minor enhancements and system upgrades.
7. Assist with configuration & administration of the VLE as required.
8. Assist the DLS Team Lead with the administration and governance of support meetings; including administration of meetings, preparation of documents, preparation and circulation of agenda papers, organisation and communication, effective minute-taking and reporting.
9. Assist the DLS Team Lead with the management of content and access to the team Sharepoint site providing a resource for the efficient storage of team documentation for utilisation by the support team and other relevant stakeholders.
10. Set up and maintain electronic and manual filing systems in accordance with the University's responsibility to relevant legislation, e.g. GDPR, Data Protection Act, Freedom of Information Act.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by the System Support Lead.

Planning and Organising:

1. Plan and organise own workload on a daily, weekly and monthly basis meeting deadlines and competing priorities.
2. Monitor progress of own workload to ensure milestones are achieved.
3. Maintain system and business process documentation to ensure it meets quality standards, guidelines and procedures.

Resource Management Responsibilities:
1. Operate as an individual responsible for organising one's own specialist or professional work and advice, to meet school/department/work unit objectives.

Internal and External Relationships:
1. Daily contact with Supervisor, work colleagues and University staff.
2. Communicate regularly with internal pedagogic and other system support teams to investigate and resolve system support issues.
3. Communicate regularly with Canvas Tier 1 support and other Third party learning applications to investigate and resolve system support issues.
4. Attend and contribute to regular Team meetings.
5. May involve liaison with other University offices, students and external bodies.

ESSENTIAL CRITERIA:
1. Academic and/or vocational qualifications, i.e. NVQ Level 3, A levels (or equivalent)
2. A minimum of 3 years recent experience of support activities such as:- supporting and communicating with end-users; supporting the technical management of information systems; analysing and trouble-shooting system issues; working to business processes; analysing and investigating issues; team working; liaising with staff in other areas; supporting projects; preparation of written documentation.
3. With 2 years extensive experience of a Virtual Learning System or a Staff/Student System.
4. Excellent IT skills including experience of Office software (word-processing, spreadsheets, databases, email, web etc).
5. IT literacy and up to date knowledge of relevant computer packages and information systems.
6. Keyboard skills.
7. Good organisation and time management skills and ability to prioritise, plan and organise workload.
8. Ability to work to a high level of accuracy and maintain accuracy standards.
9. Ability to demonstrate a commitment to adhering to agreed standards and procedures, as well as contributing to improvements of these in an appropriate manner
10. Good oral and written communication skills.
11. Responsive to change and adaptable to new challenges.
12. Knowledge and understanding of customer care issues, with ability to handle difficult situations in a calm and diplomatic way.
13. Ability to demonstrate ownership and accountability of tasks
14. Ability to work as part of a team.
15. Willingness to work beyond normal working hours when and as required.

DESIRABLE CRITERIA:
1. Degree or postgraduate qualification with significant IT/ Computing element.
2. Experience in using Canvas' Virtual Learning Environment.
3. Experience or knowledge of working within an Information Technology Infrastructure Library (ITIL) framework e.g. submitting change requests, problem management, change authorisation boards, business cases