



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Learning Technology Systems Officer

Department/Division: LTI/IMT

Accountable to: Systems Administrator

Job Summary

This post will work as part of the Learning Technology and Innovation (LTI) team to provide first and second line technical support for learning technologies including Moodle and lecture capture. The post holder will co-ordinate, priorities and allocate (where appropriate) the technical and pedagogical support requests that come into the team through our help desk. The post holder will be part of a team that administers the VLE and other learning technology systems deploying agile technical solutions to ensure reliability and resilience.

The post holder will support departments within LSE in making effective and appropriate use of learning technology systems for teaching and learning purposes. The post holder will also contribute generally to the work of the Learning Technology and Innovation team.

Duties and Responsibilities

Key Tasks:

1. Provide first and second line technical and user advice for a range of learning technologies, including the provision of technological advice on the use of learning technologies for teaching and learning
2. Install, upgrade and administer components of School managed learning technology systems where required and to support (and where appropriate) lead on the on-going maintenance of those systems
3. Document processes, system configuration and lessons learnt from fault resolution to inform colleagues within the LTI teams, and where appropriate, other teams in IMT
4. Inform colleagues in LTI and elsewhere in the School of potential and actual service failures and equipment faults
5. Resolve as many calls as possible at first response, ensuring colleagues receive a high-quality service
6. Undertake individual and collaborative project and development work to enhance the provision of learning technology services to colleagues across the School and to assist in the roll out these services

Knowledge and experience

1. Experience in administering learning technology systems including the Moodle virtual learning environment, ECHO 360 lecture recording and/or other learning technology platforms
2. Experience administering and providing technical support for LINUX, Apache, PHP, MySQL (LAMP) stack
3. Experience with learning technologies in a teaching and learning environment



4. The ability to maintain up-to-date knowledge of new developments in learning technology within the sector and how students and staff use technology to enhance the student experience
5. Knowledge of IT service management standards such as ITIL

Communication

1. Communicate effectively with staff at all levels, both online and face-to-face with academic staff, students, learning technologists and IT specialists. This may include the production of documentation, training resources and email
2. Engage with and contribute to professional networks inside and outside the School to share best practice and represent the School to the wider learning technology community
3. Respond to a range of simple and complex support requests from colleagues across the school by phone and email and work individually and with other members of the team to resolve issues, identify best practices and ensure reliability and resilience of the learning technologies supported by LTI

Teamwork and Motivation

1. Ability to work as an active member of the team and contribute effectively to achieving its objectives
2. Be highly motivated, show initiative and co-ordinate activity in a variety of contexts and situations
3. Liaise with the wider IMT department and work with cross-functional teams and groups, leading where appropriate

Liaison and Networking

1. Keep up-to-date with new developments in learning technology and share those with the team
2. Participate actively in online groups such as lists, blogs and on social media (both national and international) in order to maintain knowledge of current learning technology trends and issues and to share the experiences and practices of the School
3. Contribute to the evaluation of and reporting on LTI's activity for senior management, in the context of providing data for learning analytics
4. Develop contacts in other departments through meetings and interactions with current and prospective colleagues

Service delivery

1. Ability to enhance services to scale, whilst maintaining high degrees of resilience and reliability
Record and clear service calls through an IT service management tool

Decision Making.

1. Work collaboratively with Senior Learning Technologists to identify and respond to the impacts of their activity on the ambitions of the School and the implementation of departmental Education strategies
With other members of the team, make critical technical decisions to ensure resilience and reliability of mission critical systems such as the VLE

Planning and Organising Resources

1. Ability to help LSE staff to develop their capacity and skills through one-to-one training, small short workshops or training sessions (online and face-to-face)
2. Participate as an active and engaged member of other project teams within LTI as required, contributing to the process of meeting deadlines and achieving outcomes

Initiative and problem solving

1. Ability to take initiative and respond creatively to issues and problems with a variety of critical learning technology systems

Investigation analysis and research

1. Keep up-to-date with emerging trends in learning technology systems through professional development and research
2. Maintain technical skills through on-going professional development activities aligned with the Schools



CPD process

3. Diagnose and troubleshoot faults reported with IT hardware, specialist applications and the desktop computing environment and to refer calls to colleagues in IMT/LTI as necessary

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.