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 Support Specialist

Department/Division: LTI/TLC   **Accountable to:** Systems Administrator

Job Summary

This post will work as part of the Learning Technology and Innovation (LTI) team to provide technical development and user support for the School's lecture recording and teaching media services. The post holder will be responsible for maintaining the platforms associated with these services and will be the primary point of contact for staff and students for scheduling of recordings, and for technical support of services connected with lecture recording. The post will liaise with the Audio-Visual support team to ensure the continuity and quality of lecture recording services. The post will also be responsible for developing and leading on training for users.

The post holder will also contribute generally to the work of the Learning Technology and Innovation team, including support for the Systems Administrator.

Duties and Responsibilities

Key Tasks:
1. Monitor, maintain, upgrade and replace components of the School's lecture recording system
2. Liaise with the supplier of the School's lecture recording service
3. Liaise with other teams in Information Management and Technology in order to ensure a coordinated and reliable lecture recording service
4. Lead on the scheduling and user support of the lecture recording service, including key stakeholders such as the Timetabling team and users
5. Design and deliver training for users of the lecture recording service, and maintain support resources and documentation
6. Liaise with Senior Learning Technologists to support the effective use of lecture recording to enhance teaching and learning
7. Support and, where appropriate, lead the evaluation of the School's lecture recording services and make recommendations for improvements

Knowledge and experience
1. Knowledge of and experience in administering lecture recording and/or enterprise media recording services.
2. The ability to maintain up-to-date knowledge of new developments in learning technology within the sector.
3. Knowledge of audio visual technologies, including AV presentation and distribution systems; audio hardware, including different microphone technologies and mixing devices; digital video standards;

and video streaming and compression standards

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 complex support requests from colleagues across the school by phone and email, and engage with other members of the team where appropriate.
4. Liaise effectively with vendor support to ensure continuity of service and to diagnose and address issues with the lecture recording service.

Teamwork and Motivation
1. Ability to work as an active member of the team and contribute effectively to achieving its objectives.
2. Provision of cover and mentoring to other members of the team, including out-of-hours support for key systems
3. Be highly motivated, show initiative and co-ordinate activity in a variety of contexts and situations.
4. 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 lecture recording and other learning technology and IT systems and approaches
2. Provide advice and support to LTI, IMT, academic departments and professional services staff as required to fulfil the role.
3. 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.
4. Contribute to the evaluation of and reporting on LTI's activity for senior management, in the context of providing data for learning analytics of the lecture recording systems
5. Develop contacts in other departments through meetings and interactions with current and prospective colleagues.

Service delivery
1. Ability to monitor and maintain a number of media delivery and lecture recording systems
2. Ability to enhance services to scale, whilst maintaining high degrees of resilience and reliability

Decision Making
1. Support the evaluation of the effectiveness of the lecture recording services, and where required, undertake tasks related to the review of the current provision of those services.
2. 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

Planning and Organising Resources
1. Plan and execute upgrades of systems operating under ITSM change control, and work closely with specialists in IMT to facilitate data exchange between core school systems.
2. Plan and facilitate timely and effective maintenance in order to minimise disruption to staff and students
3. 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) as well as working with colleagues on larger training and development activities in line with our training and development strategy.
4. 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 the lecture recording service.
2. Suggest improvements and developments to existing lecture recording and media delivery 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

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the demands 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.