TECHNOLOGY ENHANCED LEARNING (TEL) OFFICER
Fixed Term, Fulltime Post

GENERAL JOB SPECIFICATION
Duties and Terms & Conditions of Employment

1. PREAMBLE

Mary Immaculate College is an autonomous, university-level, Catholic College of Education and the Liberal Arts. Founded in 1898, and linked academically with the University of Limerick, MIC is the oldest higher education institution in Limerick. Significant expansion in recent decades has seen the College's menu of educational programmes expand across two impressive campuses, one based in the heart of Limerick City and one in Thurles, Co. Tipperary. The diverse student community is made up of more than 5,000 learners, participating in twelve undergraduate degree programmes and a wide range of postgraduate programmes up to and including doctoral level. Academic staff members engage in professional academic research activities, and research underpins all teaching and learning at the College.

MIC seeks to prepare its students for professional excellence and to nurture their capacity to lead flourishing lives.

2. CANDIDATE PROFILE & SCOPE OF THE POSITION

The College wishes to fill the position of Technology Enhanced Learning (TEL) Officer in the Learning Enhancement and Academic Development Centre on a full-time, fixed term basis until Mid October 2023.

The successful candidate will form part of the TEL team within the Learning Enhancement and Academic Development Centre at Mary Immaculate College, Limerick. The post holder 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 candidate will work both on an individual basis and collaboratively with faculty, staff, and students in a higher education context to promote, support, enhance and transform learning through the use of digital technologies. As a member of MIC's Learning Enhancement and Academic Development Centre, the post-holder will also be expected to actively support internal and inter-institutional technology-enhanced learning innovations and projects.

Essential Qualifications & Skills

In order to be considered for this post, applicants will require:

a) A qualification in a relevant discipline at level 7 or higher on the National Framework of Qualifications.
b) Demonstrable skills and knowledge of eLearning/Educational Technologies.
c) Good working knowledge of technical platforms such as MS Office, online portfolios, web conferencing tools, multimedia applications and eLearning authoring tools.
d) 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.
e) Experience in providing training to key stakeholders in learning technologies.
f) Evidence of instructional design skills and an understanding of instructional design methods.
g) 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.
h) Excellent interpersonal skills with the ability to work as part of a team, on own initiative and independently as required.
i) Excellent organisational skills and ability to use own initiative to solve practical problems without supervision to meet tight deadlines.

In addition is desirable that applicants will have:

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

Candidates must indicate clearly in their applications how they meet each of these pre-requisites. Candidates will be shortlisted on the basis of these criteria.

Cuirfear fáilte roimh iarratais ó dhaoine go bhfuil dearcadh dearfach acu i leith na Gaeilge.
Applications are welcome from people who have a positive outlook to Irish.

Please note that current government policy may have implications for the re-employment of applicants who are currently in receipt of a public sector pension.

3. JOB DESCRIPTION

Reporting Relationship

The appointee is required to carry out the duties attached to the post, under the general direction of the Technology Enhanced Learning (TEL) Manager to whom they report to and to whom they are responsible for the performance of these duties in the first instance. The appointee will also have a reporting relationship to the Director of Teaching and Learning.

The appointee will report through the TEL Manager to the Director of Teaching and Learning and/or such other College Officers as the President may designate from time to time. He/she will work with members of College Management, and will liaise with the Vice-Presidents, Deans of Arts and Education, Heads of Departments, Heads of Professional Services functions and other College personnel and with relevant College bodies in carrying out the duties attaching to the post.

The reporting relationship may be subject to review from time-to-time, in line with service needs and developments in the College.

Duties and Responsibilities

- Aid in all aspects of administration and support of the College's Virtual Learning Environment, Moodle, including providing front-line support to staff email and phone queries.
- Aid with the front-end administration and support of Turnitin, BigBlueButton and Mahara ePortfolio platforms.
- 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 resolution.
- Test the VLE and TEL tools as specified by the TEL 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 students in the effective use of digital technologies to enhance teaching and learning.
- Develop and maintain staff and student support resources for educational technologies.
- Write and edit staff/student guides for educational technologies.
- Maintain other communication channels, as required (e.g. MS Teams, LEAD email).
- Support the TEL Manager in the delivery of staff training and development.
- Maintain and upskill own professional skills and knowledge in educational technologies.
- Maintain and update TEL Student orientation/induction resources and facilitate TEL Student orientations.
- Provide closed captioning and complete quality assurance and accessibility checks on online learning resources.
- Provide administrative support to the LEAD Centre.
- Maintain TEL equipment records.
- 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-institutional 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. The College retains the right to assign new duties and/or re-assign staff to other areas of the College in response to service needs.

4.   TERMS AND CONDITIONS OF EMPLOYMENT

General

All persons employed will sign an appropriate contract, which will contain terms and conditions of the employment. A job description is given to all applicants for employment and this will form part of the contract documentation.

Place of Work

The appointee's place of work will be Mary Immaculate College, Limerick. The College reserves the right to require the appointee to work from any other location. It is a requirement of the College that the appointee must reside within a reasonable distance of the College.

Due to current public health restrictions the appointee may be required to discharge some or all of their working hours from home until such time as public health restrictions are no longer in effect.

Exclusivity of Service and Outside Work

The person appointed will be required to devote his/her full-time attention and abilities to his/her duties during his/her working hours in the College and to act in the best interest of the College at all times. Therefore, for as long as the successful applicant is working in the College, he/she may not, without the prior written consent of the College, be actively engaged or concerned in any way, either directly or indirectly, in any other business or undertaking where this is or is likely to be in conflict with the College's interests or the performance of the duties that the person has been employed for.

The appointee will not, during his/her tenure of office, undertake paid outside work unless he/she has received the permission of the Vice President Administration and Finance (VPAF) to undertake such work on the terms and conditions as agreed for the particular undertaking in question. In every case, it is the duty of the appointee to seek in writing the prior permission of the VPAF. It is also the duty, in every case, of the appointee to inform the person or body for whom the work is being undertaken, that the work is being conducted in a private capacity and that the College cannot in any circumstances be responsible for such work.

Probationary Period

The appointment is subject to satisfactory completion of the standard 9 month probationary period. The probationary period may be extended at the discretion of the College but will not in any case exceed 11 months. Absences during the period of probation will extend the probationary period. Performance and conduct during the probationary period will be monitored through a process of assessment meetings. Termination of appointment during the probationary period will be at the discretion of the College. An abridged version of the disciplinary procedure will apply to employees on probation who have been employees of the College for less than 12 months.

Hours of Attendance

Full time hours are 37 hours per week.

The normal hours of duty are Monday to Thursday, 9am to 5.15pm and Friday 9am to 4.45pm with a 45-minute lunch break each day. However, the duties attaching to the position are such that the post holder may be required to work evenings/weekends on occasion to accommodate service needs. Subject to College policy, the post holder may avail of "Time-Off-In-Lieu (TOIL)" or overtime where working hours exceed 37 hours per week.

The College reserves the right to adjust starting and finishing times or days of duty to meet service needs.

Salary

The Salary scale for this position has been approved by the Department of Education & Skills and the Higher Education Authority in line with Government Policy on Public Sector remuneration. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The appointment will be made on the salary scale at a point in line with current Government Pay Policy. New entrants to the Civil or Public Sector, as defined in Circular 18/2010, will commence on the first point of the salary scale.

The grade for the post of **Technology Enhanced Learning Officer** is Executive Officer. With effect from the 1st of October 2020, the annual salary scale for the grade of Executive Officer (Grossed up) is:

€31,608; €33,689; €35,665; €37,436; €39,148; €40,854; €42,524; €44,212; €45,854; €47,545; €48,666 €50,260 (LSI 1), and €52,850 (LSI 2)

With effect from the 1st of October 2020, the annual salary scale for the grade of Executive Officer (New Entrants Grossed up) is:

€28,840; €30,884; €31,608; €33,689; €35,665; €37,436; €39,148; €40,854; €42,524; €44,212; €45,854; €47,545; €48,666; €50,260 (LSI 1), and €51,880 (LSI 2)

Increments are awarded in line with national pay agreements.

Salary will be paid on a monthly basis on the 25th of each month, or the previous Friday if 25th falls on a weekend, using the Paypath facility. Payment of salaries and wages are subject to statutory deductions, i.e. Income Tax (PAYE), Superannuation Contributions, Pay Related Social Insurance (PRSI) and Universal Service Charge (USC).

Superannuation

New entrants appointed will be required to participate in the Single Public Service Pension Scheme and pay Superannuation contributions at the appropriate rates in accordance with the provisions of the Public Service Pensions (Single Scheme and Other Provisions) Act, 2012. Details of this scheme can be obtained from the College's website.

All other eligible appointees are automatically included in the Colleges' of Education Pension Scheme on taking up appointment. In compliance with the Colleges of Education Pension Scheme, deductions amounting to 6.5% are made from salary. Details of the regulations concerning the Colleges' of Education Pension Scheme may be obtained from the College's Human Resources Office.

The appointee will be required to pay Additional Superannuation Contribution (ASC) under the provisions of the Public Service and Pensions Act 2017.

Appointees who commenced employment in the public service between 1st April 2004 and 31st December 2012 and have not had a break in employment of greater than 6 months will have no mandatory retirement age. All other appointees will have a mandatory retirement age of 70.

Staff who are not eligible for membership of the Colleges' of Education Pension Scheme or the Single Public Service Pension Scheme may avail of a PRSA (Personal Retirement Savings Account). A designated PRSA

provider has been nominated by the College and staff who are not eligible for membership of the aforementioned schemes should contact the Finance Office for further information on PRSA.

Annual Leave

The annual leave entitlement for this grade is 25 working days per leave year. Annual leave should be taken when students are off campus and the taking of leave must have the prior approval of the relevant Line Manager.

Public Holidays are granted in accordance with the provisions of the Organisation of Working Time Act, 1997.

Sick Leave

There is a discretionary sick pay scheme, details of which are available from the Human Resources Office. Employees who have a minimum 3 months continuous employment with the College may be granted sick pay subject to the terms of the Public Service Sick Leave Scheme. Sick pay is contingent on full cooperation and compliance with the Colleges absence management procedures.

Termination of Employment

At least two calendar months written notice is required to resign this post.

On the termination of employment but before departing from the College, staff members are required to return to the College all books, reports, memoranda, correspondence, papers, records, reports, files including data held on electronic files, computer disks, electronically recorded discs, and any other documentation, and all other property, including office keys, belonging to the College or relating to its business or affairs which are in the possession of a staff member or under his/her control when the employment is terminated.

Confidentiality

In the course of working in Mary Immaculate College, the person appointed may have access to or hear information concerning staff and/or students and/or the functioning and the business of the College. Such information acquired in the course of employment with the College, including any aspect of the College's responsibilities or operations, is considered to be confidential information. On no account must information concerning students, staff or other College business be divulged or discussed except in the performance of normal duties and, unless authorised to do so, this information shall not be communicated to a third party. In addition, records must never be left in a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health & Safety

Mary Immaculate College attaches the highest regard to the safety, health and welfare of its employees. It is the duty of each employee to take reasonable care to protect the health and safety of themselves and of other people in the workplace. Each employee must comply with all health and safety policies and procedures in operation in Mary Immaculate College and familiarise him/herself with the Safety Statement.

Employees are obliged to wear any PPE (Personal Protective Equipment) that they may be provided with and no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing or other equipment provided in the workplace for health and safety purposes. Employees are statutorily/legally obliged

to ensure that any accidents/incidents which may occur are reported promptly to the Health and Safety Officer on the MIC Accident/Incident Report Form.

College Policies, Rules and Regulations

The College is a Public Sector employer and is bound by National Agreements. It is also bound by regulations, circulars and directives issued on behalf of Government by the Department of Finance, the Department of Education & Skills and the Higher Education Authority.

Employees are at all times subject to the provisions of the Code of Conduct for Staff, College policies, rules and regulations. These policies include but are not confined to Disciplinary & Grievance Policies, Dignity at Work, Examination Rules & Regulations, Policy on Responsible Computing and Use of Information Technology Facilities. All policies are outlined on the College's Staff Portal for College employees. All employees are required to familiarise themselves with the contents of Policies and Procedures, on the College's Staff Portal.

5.   APPLICATION AND SELECTION PROCESS

Method of Selection for Recommendation

Shortlisting
An expert group will convene to conduct shortlisting of all applicants, measured against the pre-determined criteria required of the position.

Normally the number of applications received for a position exceeds that required to fill the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, the College may decide that a limited number will be called to interview.   This is not to suggest that other candidates are necessarily unsuitable to undertake the job, rather that there are some candidates, based on their application, appear to be better qualified and/or have more relevant experience. It is incumbent, therefore upon the applicant, to ensure that all relevant information is included in their application and that they clearly identify how they meet the specified candidate criteria.

The selection process may include an aptitude assessment of one or more of the essential competencies for the post.

Interview
A recommendation for appointment will be made by an interview board. The appointment will be based on this recommendation, except where considerations of health or an unsuitable record in previous employment warrants a departure. A panel will be formed from which temporary appointments to the position of **Technology Enhanced Learning (TEL) Officer** may be filled during the life of the panel (12 months).

Candidates must produce satisfactory documentary evidence of all training and experience claimed by them, if required.

Medical Examination

For the purpose of satisfying requirements as to health, successful candidates, before being appointed, may be required to participate in pre-employment health screening.

Garda Vetting

All successful applicants may be required to participate in Garda vetting. Specific instruction on this process will be given at the appropriate time. Applicants who do not comply with the College's requirements in this regard will be excluded from consideration for appointment. Applicants who have resided outside Ireland for a cumulative period of 36 months or more over the age of 18 years must furnish a Foreign Police Clearance (FPC) from the country or countries of residence. Please note that any costs incurred in this process will be borne by the applicant.

Making of Applications

Applications must be submitted in typed format. Handwritten applications will **not** be accepted. Incomplete applications will **not** be accepted.

The Human Resources Office will acknowledge receipt of your application by sending an email to the email address provided. Please be sure to check Spam and Junk folders as it may be redirected here by your account preferences. If you do not receive an acknowledgement of your application form within 2 working days, please contact recruitment@mic.ul.ie

Application forms for this post may be accessed on the Mary Immaculate College website www.mic.ul.ie/about-mic/vacancies.

Please fully complete the application form and send it to recruitment@mic.ul.ie with the subject title – **Technology Enhanced Learning (TEL) Officer -** no later than:

2p.m. on Monday 30th November 2020

Late applications will not be accepted.

The College will not be responsible for any expenses, including travelling expenses, which candidates may incur in connection with their candidature.

Any attempt by a candidate either personally or through any other person, on their behalf, to canvass or otherwise influence the outcome of the selection/interview process in his/her favour will lead to disqualification from the competition. Any representations made on behalf of a candidate, without his/her knowledge will be ignored.

Mary Immaculate College is an equal opportunities employer.

Mary Immaculate College holds an Athena SWAN Bronze Institution award in recognition of our commitment to advancing equality and opportunity for all in higher education.