



## POSITION DESCRIPTION – General Staff

### For levels 6/7 and above

Position Title: Transition Support Team Leader

Level: 6/7

Faculty/Division: ITS

Department/Location: PMO

#### Primary purpose of the position:

The Learning Platform Project Transition Support Team Leader is responsible for leading the project's transition support team in providing high level support services to the UOW community throughout the transition from the University's existing online eLearning environment to the new Learning Platform. The position is for a 12 month limited term and reports directly to the Learning Platform Project Manager.

#### Position Environment:

The University is currently undergoing a significant transition from its legacy elearning environment to a new UOW online Learning Platform. Working within the Learning Platform project office, the position of Transition Support Team Leader is key to the delivery of an efficient and effective transition service to colleagues engaging with the new Learning Platform tools and processes.

The Learning Platform Transition Support Team provides a co-ordinated point of contact for staff, students and the UOW community, for assistance in the transition activities. The team provides various service delivery modes including a centre phone number, desk side support, self service support and online request service.

As leader of the Transition Support Team, the objective is to guide the Transition Support Team as they provide high quality information and support to the UOW community across the various locations in which the university operates. The Team Leader will be responsible for the smooth everyday running of this transition team, ensuring that Service Level Agreements are met and that quality targets are attained.

The activities of this team will cease as Learning Platform support moves to business as usual at the conclusion of the 12 month term of this role.

#### Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Manage Transition Support team resources and processes to provide high quality, client focussed transition support	Effective support of academic and professional staff and UOW students through the transition to the Learning Platform environment.	30%	
2.	Ensure tracking and monitoring of	High quality data and reporting,	30%	

	transition support requests are recorded and resolved and report on any emerging issues that may arise	and identification of service trends		
3.	Assist in the development of processes and self help documentation for the Learning Platform at UOW	UOW staff and students have access to relevant information and knowledge to support their engagement with the UOW Learning Platform	15%	
4.	Identify and suggest new initiatives that may result in efficiencies in work practices, processes and increased quality	Continuously improving Learning Platform transition support services	10%	
5.	Maintain current knowledge of latest technologies and best practices for the learning environment	Proactive approach to client education in relation to efficient use of learning technologies, and risk mitigation	10%	
6.	Follow appropriate UOW policies and procedures	Latest technologies, practices observed, reported and implemented where relevant	5%	
7.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
8.	Adhere to principles & practices of OH&S	To ensure a safe working environment for self & others.	Ongoing	

### Reporting Relationships:

Position Reports to:	Project Manager, Learning Platform Project
The position supervises the following positions:	Project transition support team members. The transition support team consists of a number of casual resources which amount to 2 full time equivalent roles.
Other Key Contacts:	Lead Academic Coordinator, Head, Learning Design unit, Learning Designers, Subject Coordinators, Technical support staff (internal), vendor support staff.

### Key Relationships:

#### Contact/Organisation:

UOW Community (Staff)  
Learning Design Unit  
CASR Staff  
External Vendor(s)

#### Purpose & Frequency of contact:

Support, consultation and guidance  
Shared problem solving and change management  
Incident referral, liaison and knowledge sharing  
Engagement of user help desk

### Key Challenges:

1. Provide efficient, high quality support & delivery services in a diverse environment.
2. Leadership of a key team of casual support, including recruitment and scheduling of resources.
3. Take initiative to identify solutions to improve services.
4. Develop and maintain skills and knowledge in a busy environment with rapidly changing technologies.

5. Communication with diverse groups, from non-technical to IT specialists.

### **Knowledge & Skills:**

#### **Essential:**

- Understanding of EEO and OH&S policies and practices
- Demonstrated ability to lead and manage a team of part-time and casual staff
- Demonstrated ability to communicate technical knowledge effectively to a wide range of clients
- Experience and knowledge of Moodle learning management system

#### **Desirable:**

- Skills in writing user guidelines and knowledge base/self help articles

### **Education & Experience:**

#### **Essential:**

- Degree or tertiary qualification in an appropriate discipline and/or a combination of experience and education/training.
- Proven experience in delivery of quality customer service to a diverse client environment
- Proven experience in diagnosing and resolving technical problems

#### **Desirable:**

- Experience in working within a University environment
- Experience in vendor-side communications

### **Personal Attributes:**

- Self-motivated, innovative and solution-focused.
- Ability to work proactively across multiple teams.
- Positive attitude to organizational and technological change.

### **Special Job Requirements:**

#### **Essential:**

- Within Information Technology Services:
  - Acceptance of ITS Customer Focus Charter.
  - Agreement to sign confidentiality Agreement.
  - Agreement to complete annual performance appraisals.
  - Adhere to ITS Dress Code.

### **Approval:**

Approved by Head of Unit:

C. Nicolson

Date:

20/11/12

Approved by Personnel:

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Date:

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