

Position Description

Position Title: Platform Support Lead (Learning Technologies)

Department: IT Services

Section: Digital Experience & Support

Reports to: Head of Digital Experience & Support

Employment Type: Full-time, Permanent

Position Number: LDL045

Salary Band: Level 1

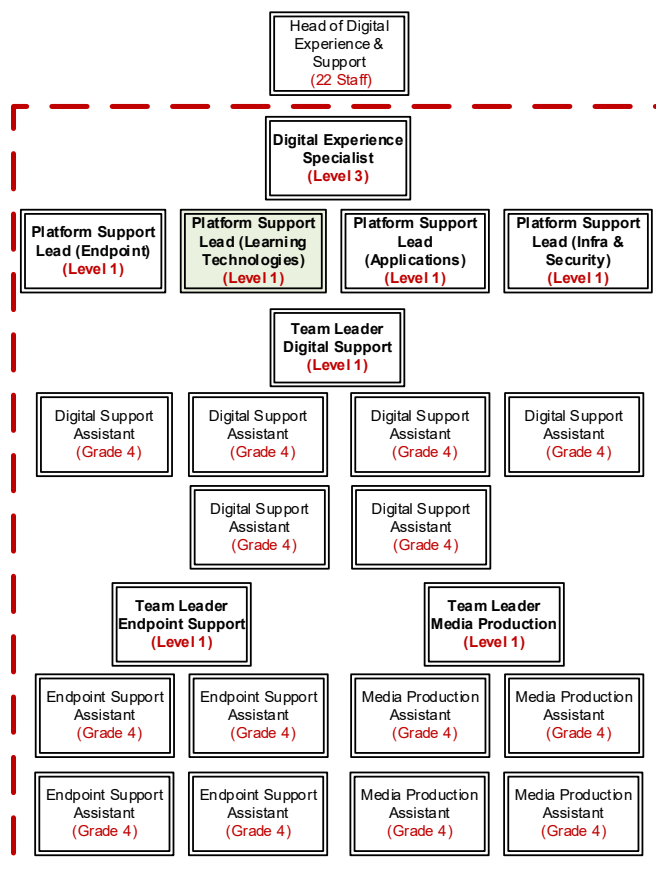
Position Summary

Responsible for the day-to-day support, administration and continuous improvement of USP's learning technology platforms (Learning Management System, lecture capture, integrated teaching and assessment tools).

The role ensures that academic staff and students across all campuses and modes of study (face-to-face, blended, distance and flexible) can use these tools reliably and effectively. A core part of the role is driving adoption, designing and delivering technology training, awareness programmes and building digital teaching capability across the University.

The role also works closely with the learning technologies colleagues across the university and bridges technical platform administration with pedagogical, ensuring that the academic community across the region can use the all tools confidently and effectively.

Structure



Key Responsibilities

1. Platform Administration & Tier 2 Support (30%)

- Administer and maintain learning technology platforms, including user and course provisioning support, plugins, themes, integrations with the Student Information System and related enterprise systems.
- Monitor platform performance, availability and integrity; escalate and coordinate resolution of technical issues with other sections, vendors and relevant infrastructure teams.
- Configure and test new tools, plugins and upgrades in staging environments prior to production release, in line with change processes.
- Provide Tier 2 support for learning technology issues escalated from the Contact Centre or Tier 1 support staff; own ticket progression and user communication until resolution or formal handover.

2. Adoption, Training & Capacity Building (35%)

- Design and deliver training sessions, workshops and self-paced resources for academic staff and students across all campuses and member countries, both in person and online.
- Develop user guides, video tutorials, FAQs and quick-reference materials that support onboarding and confident ongoing use of learning technology tools.
- Champion adoption strategies and change-management initiatives that increase effective engagement with learning platforms, particularly in regional and distance-learning contexts.
- Act as a key point of contact for academics seeking practical guidance on the effective use of eLearning tools for course delivery and assessment.
- Build awareness of good practice, accessibility and digital teaching approaches that improve the student learning experience.

3. Service Improvement, Analytics & Innovation (15%)

- Gather and analyse usage data, adoption metrics and user feedback to identify gaps and recommend service or platform enhancements.
- Support pilots and evaluations of new educational technologies under the guidance of the teaching and learning stakeholders.
- Contribute to policies, standards and guidelines governing the use of learning technology platforms across the University.

4. Documentation & Collaboration (15%)

- Maintain accurate documentation of platform configurations, support workflows and standard operating procedures relevant to learning technologies.
- Work closely with the Learning Technologies Team and Learning & Teaching Community to ensure consistent support and clear ownership boundaries.
- Ensure frontline support teams have the knowledge and materials needed to handle common learning-technology queries effectively.

5. Operational Coverage & Continuous Improvement (5%)

- Provide operational coverage for critical learning-technology support needs during peak academic periods and major platform changes.
- Identify opportunities to improve support processes, training reach and platform usability; propose practical improvements.

POSITION DESCRIPTION**Selection Criteria****Qualifications (or equivalent level of learning)**

<i>Essential</i>	<i>Desirable</i>
- Bachelor's degree in Information Technology, Computer Science, Cybersecurity, Networking or a closely related discipline. - Minimum 5 years' experience administering or supporting a Learning Technology platform. - Computing Skills - Proficiency in Microsoft Office. - Customer Service & Interpersonal Skills - Strong presentation skills with a demonstrated ability to deliver high-quality customer service and build relationships with diverse stakeholders.	- Recognised certification in Learning Technology platform(s) administration (e.g., Moodle Administrator, Moodle Educator Certificate) is desirable. - Postgraduate qualification in Education, Learning Technologies or IT.

Knowledge / Experience

<i>Essential</i>	<i>Desirable</i>
- Practical experience administering or providing advanced support for a Learning Management System (e.g. Moodle) and related learning technologies in an educational setting. - Demonstrated experience designing and delivering technology training or digital capability programmes for staff and/or students. - Strong customer-service, communication and stakeholder-engagement skills across diverse and multi-cultural user groups. - Ability to coordinate with technical (development, infrastructure) and academic stakeholders while keeping a clear focus on user experience and adoption.	- Experience in higher education, multi-campus or distance/flexible learning environments. - Familiarity with learning analytics, accessibility standards and change adoption approaches in academic contexts. - Understanding of Pacific regional education contexts and the challenges of supporting remote and multi-mode learners. - Experience with service management tools, content development for training or integration of learning tools with student systems.

Key Relationships / Internal and External Contacts

Lists the key inter-relationships that is necessary for effective performance in the job. Also describe the nature of contact most typically expected with those key working relationships

External Vendors and platform providers	Purpose of contact Technical support escalation, release coordination and product roadmap awareness.
Internal - Head of Digital Experience & Support - Digital Learning Technologies Team	Purpose of contact - Direction, priorities, service standards, training strategy alignment and performance feedback. - Architectural direction, major platform changes, integration decisions and joint prioritisation of enhancements.

POSITION DESCRIPTION

• Learning & Teaching Community	• Training needs, adoption support, guidance on effective use of tools and feedback on platform usability. • Consistent Tier 1–3 support, knowledge sharing and coordinated handling of learning-technology issues.
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POSITION DESCRIPTION**Key Results Area / Key Achievement Areas**

Aim: KRAs to have a logical heading. KRAs: 4 – 6.in total Key tasks : 4-5 tasks per KRA. Performance Measures: Identify the performance standards for someone doing the job at the 100% level. Use both quantitative and qualitative measures, Measures the KRA as a whole, not every task. Maximum 3 measures for each KRA Include KRA for Corporate Responsibilities which is generic to all positions

Key Result Areas	Performance Measures (Jobholder is successful when)
1. Platform Implementation & Delivery	- Platform deployments, configurations and changes are executed accurately, securely and on schedule in line with approved designs and automation standards. - Infrastructure-as-Code and configuration management practices are applied to $\geq 70\%$ of new or changed platform deployments with proper documentation and version control.
2. Platform Operations & FJ Domain Support	- Core platform services, HCI clusters, backup/recovery systems and .fj ccTLD infrastructure components maintain $\geq 95\%$ availability with timely resolution of operational issues. - Proactive monitoring and capacity management activities are performed consistently, contributing to improved platform resilience across multi-campus and Pacific operations.
3. Platform Security Implementation & Compliance	- Platform security controls (hardening, access controls, zero-trust measures) are effectively implemented and maintained, contributing to reduced vulnerabilities and successful audit outcomes. - Vulnerability assessments, patch management and remediation activities are completed within agreed timeframes with clear documentation.
4. Automation & Operational Efficiency	- Automation scripts, monitoring solutions and remediation playbooks are developed and utilised to improve operational efficiency and reduce manual effort on repetitive tasks. - Platform documentation, diagrams and runbooks are kept accurate and up to date, supporting team knowledge sharing and faster incident resolution.
5. Incident Response & Service Resilience Support	- Platform-related incidents are resolved within agreed RTO/RPO targets, with timely escalation, root cause analysis input and implementation of preventive measures where applicable. - Participation in incident response and business continuity testing activities meets required standards and contributes to overall operational resilience.