UNIVERSITY of the SOUTHERN CARIBBEAN

Royal Road, Maracas, St. Joseph

CAREER OPPORTUNITY

Applications are invited from suitably qualified individuals for the following position:

OFFICER, IT AND MEDIA SERVICES

JOB SUMMARY

The **Officer, IT and Media Services** is responsible for all technical management websites, and educational technology-related products and services within the context of the School of Distance Education (SDE). The Officer will work under the direction of the Director E-Learning, Department of Institute of Educational Technology to manage the IT technical aspects of the SDE. The Officer will work with faculty and other relevant personnel, both individually and in teams, internally and externally, in meeting the strategic pillars of the School and University. The position requires compliance with established policies and procedures of the Institution and a high level of confidentiality. This is a full-time position and the position holder may have to work outside the normal work week time. He or she reports to the Director E-Learning, Department of Institute of Educational Technology.

SCOPE OF ROLE

Managing, coordinating, and troubleshooting hardware and software; maintenance; reporting; collaborating and evaluating.

DUTIES AND RESPONSIBILITIES

- Manages and maintains SDE servers, departmental software, websites, and social media platforms.
- Conducts timely backups of LMS content, operating systems, and departmental data.
- Shares data with supervisor and the SDE team and assists in writing reports relative to the technical aspects of SDE platforms and their impact on departmental operations.
- Liaises with IT Services to ensure that all e-learning and related services are properly managed.

- Liaises with external providers to ensure that all e-learning and related products and services are up-to-date and available.
- Ensures that all educational technology hardware is installed and functional for faculty and student use.
- Creates relevant video tutorials on educational technologies associated with distance education for faculty and students.
- Administrates the Learning Management System (LMS), including the maintenance and upgrade of the USC E-learning server.
- Designs and enhances the user interface experience within the LMS.
- Manages bulk uploads of students and faculty.
- Ensures that e-course templates for faculty are adequately prepared by automated systems such as student information systems (Aeorion or other).
- Works with supervisor to create procedures and outlines the various processes that guide the use of educational technology from a technical perspective.
- Provides support to students and faculty via the established help desk system and procedures.
- Manages SDE educational technologies and audio-visual hardware.
- Develops relevant applications for the SDE.
- Attends seminars and conferences sponsored by the University according to traditional protocols, and ensures the supervisor remains relevant and up-to-date given that technology easily becomes obsolete.
- Attends and participates in meetings called by the School and University Administration.
- Participates in team activities within the School and University.
- Contributes to maintenance of the strategic pillars of the University.
- Performs other assigned duties commensurate with the position.

QUALIFICATION AND EXPERIENCE

To perform this job successfully, the position holder must be able to perform each essential duty satisfactorily. The position requires:

- Bachelor's Degree in IT - Information Technology and Information Systems/Computer Science/Software Engineering
- Minimum of three (3) years' experience in the management of e-learning systems preferred.
- Higher education experience in distance learning or technology-enhanced courses, including blended and/or online courses will be an asset.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of current educational technologies, various computer hardware, peripherals and computer operating systems, networking systems, and various computer software packages (including database management, spreadsheet analysis, and graphics).
- Knowledge of authoring languages, systems, and procedures.
- Ability to use or learn LMS (Moodle), Microsoft Office Suite, Google Suite, Screencasting Software.
- Knowledge of how to manage social media sites, such as Facebook and YouTube.
- Competency in systems thinking.
- Excellent interpersonal and executive skills.
- Organisational and management skills.
- Ability to communicate well with the campus family and to work collaboratively with the academic community.
- Ability to work well in a team environment.

- Must be flexible and adapt to changing circumstances.
- Ability to assess priority of tasks, manage workload and meet multiple (or conflicting) deadlines in a busy educational environment.
- Ability to appreciate the diverse cultures at the University.

OTHER REQUIREMENTS

- Experience in Relational Databases using SQL.
- Knowledge of web design and development would be an asset.
- Knowledge of UX design would be an asset.
- Knowledge of Artificial Intelligence would be an asset.
- Knowledge of video management software would be an asset.
- Be open to the constantly changing ideas. which are characteristic of this developing field.
- Time and results-oriented
- Team player.
- Personable, discreet, highly motivated.
- Confidentiality, integrity, dependability, and conscientiousness.
- Appropriate and professional appearance and demeanour required.
- Committed to high moral, spiritual and ethical values of the Institution.

Applications should include a Cover Letter, a detailed Curriculum Vitae, two (2) written recommendations, including one from current employer, photocopies of relevant academic qualifications and contact number/s should be forwarded to:

THE DEPARTMENT OF HUMAN RESOURCES
UNIVERSITY *of the* **SOUTHERN CARIBBEAN**
P. O. BOX 175
PORT OF SPAIN
TRINIDAD & TOBAGO

Or email us at: hr-recruitment@usc.edu.tt

Applications should be received no later than ***February 21, 2025.***

The University wishes to thank all applicants for their interest. However, only short-listed applicants will be contacted.