JOB DESCRIPTION

Position Title	:	**Digital Learning Facilitator (2 roles)**
Department	:	**Quality, Learning and Teaching, and Students**
Report to	:	**Learning Centre Manager**
Reportees	:	**nil**
Location	:	**University of Puthisastra, Phnom Penh, Cambodia**
Working Hours**	:	**General Working Hour**

1. The Department

The Quality, Learning and Teaching, and Students Department (QLTS) leads and supports the University's commitment to **Quality** – as articulated in the National Standards for Institutional Accreditation and the University's Strategic Plan; **Learning and Teaching** innovation and best practice; and **Students** – our goal to deliver an outstanding university experience for our students.

The Learning Centre is located in QLTS. It comprises two separate but interconnected units – Learning Centre Support (LCS) and the Digital Learning Centre (DLC) in which this **Digital Library Facilitator** role is located.

The **Digital Library Facilitator (DLF)** is responsible for supporting development of a next generation digital library at UP, including selection of resources and support for student and staff access to and use of UP's Learning Management System, Moodle.

2. The Role

This full time position reports to the Learning Centre Manager. The **Digital Library Facilitator** is one of two members of the Learning Centre with specific responsibilities to assist students and staff by providing technology resources utilizing the Learning Centre's databases and integrated library system, as well as a variety of digital technologies, including Moodle. The role is responsible for uploading and disseminating digital curriculum resources, cataloguing services, with some general Learning Centre supervision duties, as required.

3. Duties and responsibilities

Under leadership of the Learning Centre Manager:
- Provide subject matter expertise in a variety of software applications, digital resources, and technology equipment
- Ensure digital resources and services are delivered with attention to user experience and according to University policies and procedures
- Deliver group or one-on-one training or assistance to use and manage digital technologies, including Moodle

- Oversee digital content including maintaining, organization, and accessibility of all online resources (databases, electronic materials, and the external website)
- Research and evaluate the needs of students and staff and recommend changes to digital resources, physical resources and equipment to ensure the collection is relevant, current and responsive to University needs and priorities
- Utilize good working knowledge of technological resources to proactively collaborate with teachers and researchers to facilitate best-practice access and utilization
- Support the Manager of the Learning Centre to deliver special projects in accordance with the Learning Centre's Strategic Plan.

4. **Liaison and Networking**

- Responsibility, under guidance of the Learning Centre Manager for liaison with faculties and departments in relation to Learning Centre matters
- Review, under guidance of the Learning Centre Manager, the efficiency and effectiveness of activities conducted by the Learning Centre with other faculties and departments, with a view to continuous improvement
- Undertake research and administrative responsibilities as required and directed by the Learning Centre Manager
- Under guidance from the Learning Centre Manager, support both specifically Learning Centre -related and broader University-wide Quality Assurance processes to support the University's commitment to the National Standards for Institutional Accreditation and the University's Strategic Plan in the areas of Learning Centre responsibility.

5. **Qualifications and Requirements:**

- **Education and Experience:**
  - Bachelor of Library or Information Studies, specific IT or Digital Information Officer training and experience in Learning Centre environments and at least two years' experience in a similar role, or an equivalent combination of experience and qualifications
  - You must have excellent cataloguing and IT skills and experience in the areas of Library systems, digital design, websites and Web 2.0 tools. Familiarity with the Access-It Library System, Libraries Australia and SCIS would be an advantage. Or a similar combination of qualification and related experience.

- **Skills/Competencies:**
  - Sound experience in source cataloguing in all formats, including print and digital with an excellent attention to detail
  - Excellent source cataloguing in all formats, with strong IT skills and experience in the areas of Library systems, digital design, websites and Web 2.0 tools
  - Demonstrated understanding of the role of technology in providing learning center services and familiarity with the Digital Library Systems would be an advantage.
  - Professionally active, and current on technology trends and changes; and able to identify and participate in professional development opportunities
  - Demonstrated aptitude and ability to learn and adapt to various hardware and software applications including audio visual equipment, personal computers, tablets,

smart phones, various operating systems and gaming equipment that may be used in learning settings
- Demonstrated advanced understanding of learning center services as well as knowledge of modern trends and best practices
- Proven exemplary customer service
- Demonstrated excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse background to build positive working relationships
- Demonstrated ability to work independently and as part of the team
- Demonstrated excellent communication skills – including fluent Khmer and English (written and spoken)