



JOB DESCRIPTION

Position Title	Digital Learning Facilitator
Department	Learning Commons
Reports to	Learning Commons Manager
Location	Phnom Penh

The Digital Learning Facilitator is a frontline specialist role responsible for supporting students and academic staff in the effective use of the University's digital learning systems.

The role ensures that users can confidently and efficiently use platforms such as:

- Moodle LMS (UPOP)
- Digital learning tools and platforms
- Core university systems (e.g. UPERP where relevant)

This role is critical to delivering a frictionless digital learning experience by providing timely, practical, and user-friendly support.

Success in the role will mean that:

- Students and staff can use digital systems confidently without frustration
- Issues are resolved quickly and consistently
- Training is clear, practical, and widely used

In short: Digital Learning Facilitators = systems + tools (HOW to use platforms).

Working hand-in-hand in the Learning Commons with our Learning Commons Facilitators (HOW to learn or teach, and find information), you will deliver *"You can access it, use it, and succeed with it"* for both teachers and students..

KEY RESPONSIBILITIES

1. First-Level Systems Support (40%)

- Act as the first point of contact for support with:
 - Moodle LMS (UPOP)
 - Digital learning tools
 - Access and navigation issues
- Troubleshoot common user issues quickly and effectively
- Escalate complex technical issues to IT or specialist teams



- Maintain clear guidance and FAQs for common problems

2. User Training and Capability Development (25%)

- Design and deliver **practical, hands-on training** for:
 - students (e.g. using LMS, submitting assignments, accessing resources)
 - teachers (e.g. uploading content, managing courses, using tools)
- Support on-boarding of new students and staff
- Develop simple, accessible training materials (guides, videos, quick tips)

3. Digital Learning Experience Support (15%)

- Support staff and students in navigating digital learning environments
- Identify recurring issues and recommend improvements
- Contribute to improving usability and user experience of platforms

4. Collaboration and Integration (10%)

- Work closely with:
 - Learning Commons team (for student-facing support)
 - Centre for Learning Innovation (for academic use of tools)
 - IT (for system performance and escalation)
- Ensure consistent messaging and support across teams

5. Service Excellence and Continuous Improvement (10%)

- Deliver responsive, student-centred support
- Track common issues and user needs
- Contribute to service improvement and innovation

ESSENTIAL QUALIFICATIONS

- Bachelor's degree (ICT, Education, or related field desirable)

Experience

- Experience supporting users with digital systems or platforms
- Experience in training, helpdesk, or customer support roles

KNOWLEDGE AND SKILLS

- Familiarity with LMS platforms (Moodle preferred)



- Strong troubleshooting and problem-solving skills
- Ability to explain technical concepts in simple terms
- Basic understanding of digital learning environments



PERSONAL ATTRIBUTES

- Service-oriented and approachable
- Patient and supportive with users of all skill levels
- Practical and solutions-focused
- Adaptable and responsive