

Role Specification

Post:	Project Assistant - Digital Learning
Grade:	10
Unit:	Flexible Learning
Reporting to:	Manager, Flexible Learning, SOLAS
Reference:	505

Role Summary

SOLAS is recruiting a Project Assistant to support Digital Learning across the Further Education and Training Sector. The Flexible Learning team provides strategic support to the sector and this role will be key in ensuring that FET Providers receive efficient, effective, and professional support to use digital technologies in their settings. This role will focus on assisting the Flexible Learning team in managing a large federation of Moodle sites and providing support to eCollege learners. This role will also support the delivery of projects, and a wide range of interactions with FET staff, learners, and vendors.

Key Tasks/Responsibilities

- Support the work of the Flexible Working Unit, assisting the flexible learning team in monitoring and coordinating support for circa 80 Moodle sites residing in the SOLAS Moodle Federation.
- Creation of guidance and support documentation which may include graphics, handbooks, screencasts, short videos etc.
- Assist the team in managing helpdesk mailboxes to support eCollege learners and/or system users.
- Assist in maintaining project and programme management control documents.
- Administration of the SOLAS internal certification system and capture of eCollege learner certifications.
- Assist in managing inter-dependent projects for eCollege and Digital Learning.
- Processing Procurement Purchase Orders
- Management of mailing lists and contact points.
- Researching and providing information to management for presentations as required.
- Performing other duties as may be specified by the Manager, Flexible Learning, from time to time.

Requirements

Essential Requirements

- Demonstrated customer support, helpdesk, or other stakeholder information support activities.(2 + years)
- Demonstrated administrative support experience (2+ years)
- Relevant third level qualification or equivalent knowledge gained through work experience.
- Demonstrated experience in creating high quality written communications.
- Strong ability to liaise and network with a range of stakeholders both internal and external with a high degree of professionalism.
- Demonstrated ability to work with learner management systems, or ability to learn new systems quickly.
- Interest in the use of technology in teaching and learning.
- Demonstrated ability to identify continuous improvements in own areas of operations.
- Demonstrated ability to work effectively under pressure to meet targets.

Desirable Requirements

- Knowledge of the Moodle Learner management system, or similar, is desirable.
- Project management experience is desirable.