LEARNING SUPPORT SPECIALIST

Applications are invited for the post of Learning Support Specialist, in the Programme Delivery Department, Academic Programming and Delivery Division (APAD) of The University of the West Indies, Open Campus. This position is funded by the “Strengthening Distance Education in the Caribbean” (SDEC) financed by financed by Global Affairs Canada (GAC).

The Academic Programming and Delivery (APAD) Division of The UWI Open Campus is responsible for the planning, development and delivery of Open Campus academic programming. One of APAD’s Departments, the Programme Delivery Department (PDD), is responsible for the delivery of programmes. The focus of the PDD is to ensure that all programmes are delivered to a high standard and that they continually meet the needs of our most important client group - our students.

QUALIFICATIONS AND EXPERIENCE

Candidates for the position should possess:

- a B.Sc. in Information Systems or a similar degree or
- a combination technical qualifications, experience and certification in a number of systems and software supported by Open Campus;
- at least two (2) years of relevant technical and IT support experience preferably in support of a tertiary institution distance education unit;
- a clear understanding of web based design, online courseware production and, in particular, Internet and enterprise application support for distance education;
- experience and skills with PHP, SQL, JavaScript, XML, HTML and other programming languages that are used to support, update and create open source software;
- experience with Open Source technologies, and tools and providing technical and programming support for one or more learning management systems and supporting modules.
KNOWLEDGE AND SKILLS NEEDED

The successful applicant should possess the following knowledge, skills and experiences:

- knowledge of learning management systems, content management systems and web collaborative tools;
- knowledge of e-learning standards and specifications and their use in supporting an online university;
- knowledge of operating systems and network environments;
- familiar with databases;
- good interpersonal skills;
- good communication skills;
- aptitude for teamwork;
- excellent time-management skills;
- self motivated, detail-oriented and organized.

MAJOR RESPONSIBILITIES

The successful candidate will be required to:

- support the day-to-day operation of the online learning management environment. Currently this environment is supported by Moodle and other related online tools;
- assist the Academic team in the management of the online learning environment and the staff and students who are accessing the LMS;
- assist in populating the content management systems with appropriately formatted learning objectives and resources;
- bring to the attention of the Learning Support (LS) Supervisor operational issues to be addressed in the Learning Exchange (LE);
- identify, troubleshoot and effectively address technical issues and problems within the online learning environment;
- liaise with the Instructional Specialist to support pedagogical training and online and distance learning (ODL) instructional practice through research, and technology training/professional development of adjunct and full time staff in the Programme Delivery Department;
- work with the Programme Managers (PM) and Course Delivery Assistants (CDA) to train clients in the use of the Learning Exchange (LE) and applications in relation to the OC enterprise applications and other technical requirements of the Programme Delivery
Department;

- conduct research to keep abreast of current technologies that support pedagogical practice in online teaching and learning; and to develop appropriate media to train staff and students in the use of new software.

The OC is a young and rapidly growing campus of The University of the West Indies. It should be expected that specific assignments and job responsibilities would evolve over time. We seek an individual who is adaptable and comfortable with change, growth and transformation.

Applications should be made on forms obtainable from the Open Campus website: [http://www.open.uwi.edu/hrmd/employment-opportunities](http://www.open.uwi.edu/hrmd/employment-opportunities) and sent via email as soon as possible, along with an up-to-date curriculum vitae to:

The Director of Human Resources  
C/o The University of the West Indies  
Open Campus

Via Email: [human.resources@open.uwi.edu](mailto:human.resources@open.uwi.edu)

Applicants are advised to request referees to send references under CONFIDENTIAL cover directly to the Director of Human Resources, without waiting to be contacted by the University.

**CLOSING DATE FOR RECEIPT OF APPLICATIONS – November 25, 2016.**
PARTICULARS

LEARNING SUPPORT SPECIALIST

GENERAL

1. The University of the West Indies, Open Campus serves the following English-speaking Caribbean countries:

   Anguilla  Grenada
   Antigua & Barbuda  Jamaica
   Bahamas, The Commonwealth of  Montserrat
   Barbados  St. Christopher & Nevis
   Belize  St. Lucia
   British Virgin Islands  St. Vincent & The Grenadines
   The Cayman Islands  The Republic of Trinidad & Tobago
   The Commonwealth of Dominica  Turks and Caicos

2. The University began teaching in 1948 at Mona in Jamaica as a University College affiliated with the University of London, and became independent in 1962. The University is now a dual mode institution offering teaching by distance education as well as face-to-face teaching. The University has campuses at Mona in Jamaica, St Augustine in Trinidad and Cave Hill in Barbados, and University Centres in most of the above countries. The UWI on campus student population is currently over 30,000 full-time equivalent students.

3. In a major initiative to grow our student population and service the widely dispersed needs of country partners, the University launched the Open Campus; an entity that is built on our success in distance education and continuing studies throughout the Caribbean. The current population of our distance students and continuing education students is over 20,000 today and it is hoped to grow to over 40,000 Open Campus students by 2012. Open Campus currently employs a wide variety of distance delivery methods and has 52 education centres in 16 different English speaking countries and a staff of almost 400 professionals to support our growing student population.

OPEN CAMPUS

4. The UWI Open Campus works with faculty on the three campuses, as well as with other tertiary institutions and development agencies throughout the Caribbean to design, develop and deliver quality programmes by distance to meet the academic and professional development needs of the people of the Caribbean.
5. The Office of the Director of the Academic Programming and Delivery Division is located at Cave Hill Campus in Barbados. Other Open Campus staffs are also located on the Mona Campus in Jamaica, the St Augustine Campus in Trinidad & Tobago and at other Open Campus sites in Non-Campus Countries and off campus sites in campus countries.

6. The Academic Programming and Delivery Division of the Open Campus is responsible for planning, developing and delivering Open Campus Programming. The recent restructuring of the Academic Programming and Delivery Division has resulted in three functional departments: Programme Planning, Course Development and Programme Delivery.

7. The Open Campus is committed to the use of open source tools to grow our online learning capabilities and to employ the best practices in the development and production of online and face-to-face courseware.

CONTRACT TYPE

8. This is a senior administrative contract position associated with the SDEC Project. Successful candidates will receive an annual compensation package commensurate with their qualifications and experience. This package will not attract the same benefits received by UWIOC staff.

WORK LOCATION

9. This position may be physically located in any of the locations supported by Open Campus. The job incumbent may be required to travel throughout the Caribbean as part of his/her job responsibilities.

WORK ENVIRONMENT

10. The job incumbent must be able to work in a virtual team environment and across different time zones.

11. The incumbent will live and work in one country and manage and collaborate with others located throughout the Caribbean /internationally.

12. The incumbent must be able to engage others in team meetings, developing ideas, and supervise the work of others using a variety of ICT and collaborative web tools. Extensive experience in managing distance projects and working in virtual project teams is an asset; and excellent computer skills are essential.

REPORTING

13. The Learning Support Specialist reports directly to the Learning Support Supervisor for the effective execution of his/her duties and responsibilities.
TENURE

14. The contract for this position will be until December 2017.

15. Renewal of the position will be dependent upon the identification of ongoing funding.

NB: INTERNAL STAFF

16. Staff internal to the Open Campus should note that positions funded by the SDEC/GAC are temporary and the Open Campus cannot guarantee that substantive positions will be held for the duration of the project.