JOB DESCRIPTION

Job title:	TEL Manager
Department / Unit:	IT Services
Job type	Full-Time, Permanent
Grade:	8
Accountable to:	Head of Research, Teaching & Learning Applications (RTL)
Accountable for:	N/A

Purpose of the post

Royal Holloway University of London is at a pivotal moment in the development of our programme of education and currently setting out on an ambitious programme of work aimed at transforming our delivery of teaching, learning, and assessment to a flexible model of delivery. Driving this transition is a pedagogical shift to a more collaborative and social approach to teaching and learning that is inclusive, engaging, and underpinned by an extended ecosystem of learning technologies.

The post holder will be an experienced learning technologist or IT Technology Enabled Learning (TEL) specialist, a senior subject matter expert (SME) in edtech, and play a key role in the pedagogically-informed adoption and embedding of TEL to meet the requirements of the College's transformative vision for teaching and learning. The TEL ecosystem comprises core technologies—such as the latest version of Moodle, Turnitin, Panopto, and MS Teams—in addition to multiple 3rd party apps.

The post holder will be a proactive team player with strong interpersonal and organisational skills; a creative, problem-solving mind-set; and passion for technology enabled learning. You will work with the Head of Research, Teaching, and Learning Applications, the E-Learning Team, and E-Learning School Leads to develop relationships with internal and external stakeholders. This senior role within the RTL Team will involve leading on IT projects, co-ordinating stakeholders, liaising with vendors, and working in close collaboration with staff in Schools and Professional Services on cross-college activities to support teaching, learning, and assessment.

This role will suit a dynamic individual with proven IT operations management and project lead experience in College-wide TEL change management.

This post is based in IT Services with the Research, Teaching and Learning Applications Team and will support the Head of the RTL Team in the pedagogical and technological implementation of the College's transformative vision.

Key tasks

To work in close collaboration with colleagues in IT Services and across the College to implement and support the College's flexible delivery of teaching, learning, and assessment.

Duties will include:

Leading/Co-leading on TEL Projects

- Liaising with stakeholders across the College to scope out business requirements, investigate solutions, advise, and lead small to medium-scale projects for changes to existing services and the adoption of new TEL solutions.
- Leading on the development of functional specifications and documentation for solution Architecture Boards and Change Approval Boards.
- Overseeing the production of test plans, test scripts, and data analytics to verify and validate application software solutions to ensure the reliability, robustness, and coverage of specified requirements before releasing into production. Includes co-ordinating testing teams comprised of staff and students across the College.
- Managing the production of internal technical documentation on TEL systems and processes and ensuring these are kept current and version controlled.
- Presenting progress reports on projects to Project Managers and reporting regularly to the College-wide TEL Group.

Communication and Training
- Co-ordinating and writing clear and professional TEL communications at all levels, including for the College website and College-wide emails, and liaising with the IT Communications Officer and Marketing and Communications as appropriate.
- Developing and delivering TEL technologies knowledge sharing sessions with other members of the IT department and providing documentation for the IT Service Desk and E-Learning Team to help them support staff and students in the use of TEL.
- Liaising with Professional Services Teams on the development of training materials for staff and students.

Management and Deputising
- Supporting the Head of RLT in the operational management of the RTL Team.
- Deputising for the Head of RTL as appropriate.

Technical Support
- Management of the Support ticket queue system for the RTL Team, ensuring that support tickets are of high quality and resolved in a timely fashion in accordance with our SLAs.
- Providing second and third line technical support for services within the remit of the Research, Teaching and Learning Applications Team and escalating to the Head of RTL, Senior Management Team, and suppliers as required in line with SLAs.
- Supporting the technical implantation of projects within the TEL ecosystem.
- Attending monthly operational review meetings with vendors.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the College. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

All members of the RTL Team are responsible for ensuring that the RTL support ticket queue is adequately staffed during opening hours, which are subject to change in response to service offering and demand.

All members of IT Services are required to work collaboratively with colleagues across ITS to ensure the reliability and robustness of the services provided by the IT department. This may involve occasional out-of-hours work.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted, including remotely, and attend external meetings and events as appropriate.

Internal and external relationships

The post holder will be required to work closely with all colleagues within IT Services and the E-Learning Team.

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic Services teams.
- Centre for the Development of Academic Skills (CeDAS).
- Disability and Dyslexia Service (DDS).
- E-Learning School Leads.
- Library Learning Support.
- Marketing & Communications.
- School Administrative teams.
- Student Union.
- Third party technical support teams.
- Wider TEL sector through Twitter, LinkedIn, and relevant JISC, Association of Learning Technologies (ALT), and M25 Group mailing lists and events.