



**JOB DESCRIPTION**  
**Digital Learning Support Officer (Professional 3)**  
**Office of Vice-president Academic Affairs (Registrar)**  
**Fixed-Term Contract up to 31<sup>st</sup> March 2025**

**Dublin City University**

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

**Overview of the department**

Over its relatively short history, DCU has developed a strong reputation nationally and internationally for pioneering innovations in higher education. The university is embarking on a period of significant investment in learning innovation across all of its Faculties. The DCU Futures initiative will help us transform the learning experience of undergraduate students at DCU, reconceptualizing learning

opportunities, creating authentic connections between the classroom and enterprise, and embedding digital literacies, disciplinary competencies and transversal skills required to truly future-proof our graduates for the rapidly changing workplace. DCU is joined in this project by a strong consortium of enterprise partners, representing key employment sectors in the Irish economy and with a strong presence in DCU's primary catchment area. This programme of innovation is funded under the Irish government's Human Capital Initiative (HCI) supported by the National Training Fund. It will deliver on the ambitions we have to reimagine undergraduate curricula and to embed innovative pedagogies, enhanced use of technology and deep industry engagement.

Further to this DCU as a partner of the Irish University Association led HCI project to develop a Multi-Campus Micro-Credentials (MC2) will develop innovative micro-credential offerings. Through the MC2 project, the IUA universities will lead the establishment of a national framework for European Credit Transfer System bearing, quality-assured micro-credentials, the first in Europe. This will facilitate the development of a programme of micro-credentials, each flexibly delivered and accredited by a university and included within the National Framework of Qualifications (NFQ). The project furthers the universities' commitment to work in partnership with government and enterprise to drive lifelong learning in Ireland.

### **Role Profile**

The Digital Learning Support Officer will work with and assist both Senior and Digital Learning & Media Designers and academic staff in the design, re-design, development, and deployment of programmes, micro-credentials and modules that will be delivered for online, hybrid and highly blended formats delivering upon DCU's transformation objectives under the HCI initiative. This role will provide direct support to the work of Senior Digital Learning Designers/ Digital Learning Designers/ Digital Media Designers.

### **Duties and Responsibilities**

The duties and responsibilities of the individual include, but are not restricted to, the following:

- Produce and develop videos, podcasts, and animations and other online learning materials using a variety of specialist tools and skills including video editing, animation, and screen casting
- Perform copywriting, editing and proofreading duties.
- Upload learning activities on multiple learning platforms.
- Engage in UX and usability testing.
- Aggregate and curate open educational resources.
- Liaise and partner with relevant stakeholders and Central Services where appropriate.
- Carry out other such duties as determined and directed by the Head of Unit.

### **Qualifications and Experience**

#### **Minimum Internal Service Criteria**

Please note that [internal service criteria](#) will apply.

In addition to the [internal service criteria](#), the ideal candidate will have:

- Knowledge and experience in supporting the design and development of programmes, modules and/or micro-credentials in either the Moodle or the FutureLearn platforms for fully online or blended delivery in higher education.
- Some experience using multimedia applications and demonstrate a good knowledge of technology for enhanced learning.
- Have experience working in the Moodle and/or FutureLearn platforms
- Experience with working with multimedia packages including video production and editing.
- Excellent communication skills in both written and spoken English - to include copywriting and proofreading skills
- Have the ability to work as an integral part of a team.
- The ability to establish clear priorities and be able to manage their own workload following a plan

## **Competencies**

Applicants will be assessed under the following competencies:

### **Personal Effectiveness/ Excellence:**

Takes a flexible approach to ensure all tasks are completed on time (e.g. will go the extra mile to complete tasks on time and help with tasks not normally assigned to them) Takes a consistent approach at all stages of a process to ensure accuracy. Develops clear plans to achieve goals. Manages own time effectively by prioritising tasks. Takes responsibility for own decisions. Understands when to consult others in decision making. Seeks out opportunities to develop skills and knowledge

### **Teamworking:**

Works alongside others in a supportive manner to complete routine tasks Willingly shares tasks and information with others. Respects and acknowledges the different views and efforts of others (e.g. is open to hearing the views of others) Understands the team's goals and has a commitment to achieving them. Takes time to understand other peoples workload and helps out when necessary. Shows an awareness of what is happening within the team and values diversity

### **Knowledge of Processes & IT:**

Willingly engages with new technology (e.g. shows an interest in and a willingness to both learn and use new technology). Has good Microsoft/keyboard skills. Has an understanding of and experience in the use of complex IT systems (e.g. databases)

### **Communication**

Articulates information in a clear and concise manner. Writes clearly with correct grammar and minimal jargon. Listens carefully and asks questions to check understanding. Actively engages with others by maintaining good eye contact and showing interest. Shows professionalism in all communications both internal and external