Role Description
Digital Learning Officer

Agency	People and Culture
Division/Branch/Unit	Learning and Development
Location	Petersham
Classification/Grade/Band	Grade 7
Role Number	51022580, 51022581
ANZSCO Code	261314
PCAT Code	1**28391
Date of Approval	10 December 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $57.5bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of numerous integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Primary purpose of the role

The Digital Learning Officer is responsible for supporting the design and development of digital learning resources (e.g. eLearning, mLearning, chatbots).

This role primarily focusses on functional testing of digital learning resources. But the role may also involve other duties as required.

Key accountabilities

- Perform functional testing of digital learning assets to identify bugs and areas for enhancement. Document and share results with internal and external stakeholders.
- Upload digital assets into appropriate portals and learning management systems.
- Troubleshoot user issues with portals, systems and digital learning assets; and support users in using these resources.
- Maintain and develop understanding of portal, system and development tool functionality to continually improve the experience of our end users.

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- Undertake other duties as required by the Associate Director Systems and Corporate Programs to support the team.

Key challenges

- Maintaining knowledge of multiple different systems, portals and tools.
- Managing multiple priorities effectively in a timely way.
- Continually maintaining a high level of attention to detail.

Key relationships

Who	Why
Internal	
LMS Administrators	- Ensure any resources entered into the primary Learning Management System are entered correctly. - Work together to troubleshoot any issues.
L&D project team	Identify resources that require testing and activities that must be completed. Report back regularly on progress.
External vendors	Provide feedback to vendors on issues identified when testing their products so that issues can be corrected.

Role dimensions

Decision making

None

Reporting line

Associate Director Systems and Corporate Programs

Direct reports

None

Budget/Expenditure

None

Essential requirements

Experience in functional testing - ideally with digital learning resources.

Demonstrated ability to clearly articulate issues identified during testing and work with others to resolve these issues.

Exposure to learning management systems. SAP SuccessFactors experience and Moodle experience will be very highly regarded.

Demonstrated organisational and time management skills, and demonstrated ability to work as part of a team and collaboratively with key stakeholders.

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Demonstrated ability to learn new computer systems and portals.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Foundational
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Results Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies