

**Learning Technology Assistant (0.5FTE)
Permanent**

The Glasgow School of Art

The Glasgow School of Art is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2500 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to grow our student community in Glasgow by 25%, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the

securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

The Role

Job Title	Learning Technology Assistant (0.5FTE)
Location	Library
Reports to	Learning Technology Manager
Purpose	To support the users of the wide range of services, software and hardware that are provided by the Learning Technology team.

Principal Accountabilities

The post holder will be responsible for:

- On a daily basis providing support, advice and assistance with technology for learning for GSA students and staff working within the Library space up to Tier 2 level. This includes
 - Document processing support (primarily Microsoft Office applications including Word, Excel and PowerPoint);
 - Image processing support (Photoshop e.g. cropping, resizing, colour balance, scanning);
 - Printing and scanning (e.g. how to compress files for printing, setting up booklets, printing in colour, making contact sheets);
 - BYOD (Bring Your Own Device) support: configuring wireless/email access on multiple mobile devices: tablets and phones;
 - Accessibility software support;
 - Adobe software support (Photoshop, InDesign, Illustrator, Acrobat);
 - VLE support (e.g. logging on, navigating, uploading content)
 - Supporting students on both iMacs and PCs.
 - Other software support (eg general web, burning CD's and DVD's);
- Supporting students and staff to use the available technologies for learning services and support through delivering and organising induction events and online induction materials;
- Production of materials (online, multimedia, social media content, in print) to promote to students the available learning technology services and support.
- Creation and administration of web based resources and services;
- Undertaking any duties as may reasonably be requested by the Learning Technology Manager.

Key Challenges

- To support and encourage the use of technology in learning and assist the users of the Library facilities.
- To schedule workload to ensure targets are met.

Person Specification

Experience/Qualifications

The post holder will have:

- Experience supporting users in relation to packages including but not limited to Microsoft Office, Adobe InDesign, Adobe Photoshop, and Adobe Illustrator;
- Either an HND level or equivalent qualification in an ICT related discipline (with knowledge of technical applications in Library, Art, Architecture, Design or Teaching) or equivalent experience supporting technology in education, preferably in an FE/HE or art/design/architecture work environment;
- Experience supporting users on both PCs and Macs (desirable);
- Experience of working in higher or further education (desirable);
- Experience of working in an Art and Design or Architecture context (desirable);

- Knowledge of copyright law and licensing (desirable);
- Digitisation experience (desirable);
- Proven experience and strong skills in the creation of content for the web via a range of channels including HTML/CSS, social media, digitisation, and digital audio and video tools (desirable).

Skills and Personal Attributes

The post holder will:

- Have a proven commitment to the delivery of a high quality, customer focused service;
- Demonstrate excellent communication skills and ability to communicate technical information in a non-technical manner;
- Have the ability to work with users both face-to-face and online, both individually and as part of a group;
- Show a genuine intention to work co-operatively with others in a team setting in order to achieve results and team goals
- Be a fast and efficient problem solver;
- Have good administrative skills;
- Have good time management skills;
- Have the ability to work under pressure with attention to detail;
- Be able to prioritize tasks and work to deadlines;
- Show commitment to Equal Opportunities and diversity.

Terms and Conditions

Contract	Permanent
Probationary Period	It is recognized that there is an inevitable 'settling in' period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 4, £22,876 - £25,728 per annum, pro rata
Hours	17.5 hours per week
Holidays	30 days plus 11 statutory holidays per annum pro rata
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month