

Position Title	Academic Assist Officer
Group/Portfolio	Centre for Collaborative Educational Excellence, Deputy Vice Chancellor Education
Classification	HEW Level 5
Position Number	00059275
Reports To	Academic Assist Team Leader
Employment Type	Continuing

1.0 Position Purpose

The Academic Assist Officer plays a pivotal role in the delivery of timely operational learning and teaching administrative and systems support to academic learning and teaching staff. This position involves assessing user queries related to the administrative processes and educational platforms used in the operational delivery of learning and teaching activities, resolving simple course design requests or promptly re-directing other requests to the appropriate staff for resolution. The Officer will also contribute to the development of just-in-time support materials for both staff and students.

2.0 Eligibility Requirements

- Completion of a relevant degree qualification, or equivalent combination of relevant experience and/or education/training.

3.0 Key Responsibilities

- Provide expert operational support for Course Convenors, Program Directors and other staff on learning and teaching administrative and systems queries.
- Develop knowledge of relevant learning and teaching systems (including the Learning Management System, the Curriculum Management System, Grade Management System, timetabling, Peoplesoft), as well as relevant policies and practices to ensure accurate support.
- Investigate issues/problems associated with the use of learning and teaching administrative and educational systems, liaising with other business areas (where needed) to provide effective resolutions.
- Contribute to the creation and maintenance of process and support documentation in accordance with the University's established guidelines and procedures.
- Contribute to induction support for new learning and teaching staff.
- Support the Academic Assist Team Leader to establish and maintain an effective service delivery model. This includes being rostered to support the hours of operation of the help desk.
- In collaboration with the Academic Assist Team Leader, implement service delivery improvements, and contribute to the monitoring and evaluation of service delivery.

- Take on additional responsibilities as required, contributing to the overall objectives of the work unit.
- Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and always communicate to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).