POSITION DESCRIPTION

Assistive Technology Specialist

WESTERN SYDNEY UNIVERSITY

POSITION DETAILS

Position Title	Assistive Technology Specialist
Classification	HEW 7
Position Number	
School/Office	Learning and Teaching
Division	Education and Students

POSITION PURPOSE

The Assistive Technology Specialist is responsible for providing information, training the coordination of support in relation to assistive technologies to meet the identified requirements of university students and staff with a disability. This involves acting as an expert resource for staff in Disability Services and ITDS. The incumbent will be expected to stay abreast of current assistive technologies, be involved in sourcing appropriate technologies and to manage assistive technology assets. They will also research and evaluate the impacts of assistive technologies on disability, ensuring that technologies complement the user's needs and provide recommendations for improvement based on these investigations. Most importantly, the Assistive Technology Specialist will provide information, training and coaching to Disability Service and ITDS staff to build and broaden the overall support capability in relation to effective use of assistive technology across the university and will be directly involved in providing training to students and staff in the use of assistive technology and will monitor and support users of technologies. The Assistive Technology Specialist will be required to drive and enhance collaboration between the Student Disability Service and Information Technology and Digital Services.

KEY ACCOUNTABILITIES

1. Develops training modules/information packages for each type of software available at the University.
2. Conducts orientation and training with students and/or staff regarding assistive technologies including determining the suitability of assistive technologies and providing competency-based training on identified assistive technologies.
3. In response to request and in consultation with the Disability Advisors, loads software onto the computers of students or staff with a disability.
4. Maintains database of software licenses.
5. Maintains software and equipment.
6. Acts as resource for Disability Advisors and IT support staff, by providing expert advice and

training about assistive technology to meet the requirements of students with a disability.

7. Organises specialist assistance, equipment and assistive technology from internal sources and external agencies as required.
8. Evaluates the impact and effectiveness of assistive technologies used by university students and staff.
9. Ensures appropriate management of student records, including confidentiality requirements as stated in the Privacy Act.
10. Liaises with relevant staff across the University e.g. Assessment and Graduation Unit, Information Technology and Digital Services and Capital Works and Facilities to jointly address matters related to improving students' assistive technology needs.
11. Undertakes direct services (training and support) on each of the University campuses.
12. Undertakes administrative tasks relevant to the position e.g. monthly activity reports and timesheets.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Degree qualifications in Information Technology, Social Sciences or related discipline or at least 5 years' experience of working in a role concerned with promoting, implementing and supporting assistive technology with a wide range of clients with a disability.
2. Training/teaching experience including capacity to adapt and implement training programs to meet the needs of both staff and students regarding assistive technologies.
3. Demonstrated up to date knowledge of assistive technologies pertaining to a diverse range of disabilities and familiarity with IT specific language to facilitate communication with other IT professionals.
4. Extensive understanding and sensitivity to the range of issues experienced by people with a disability.
5. Well-developed communication and interpersonal skills including the ability to present information in reports and proven ability to liaise with a diverse range of people both internally and externally and facilitated by demonstrated problem solving and conflict resolution skills.
6. Proven ability to work autonomously, ability to organise and monitor own workload, prioritise, and meet objectives whilst maintaining professionalism, effectiveness and accuracy whilst contributing and working within a team environment. 7. Exceptional customer service skill and demonstrated ability to communicate professionally and respond appropriately to people of all backgrounds and culture and in various situations.

KEY RELATIONSHIPS

Identify the role's reporting line and any supervisory responsibilities. Then list the key internal and external stakeholders the role must engage with to be successful. Focus on relationships that are critical to delivering the key accountabilities.

- **This position reports to:** Lead, Learning Design and Experience
- **This position supervises:** Nil
- **Key internal relationships:**
    - Campus Support Manager, North West· Students and staff with disabilities
    - Disability Advisors· Head, Student Disability Service
    - School Academics· School Disability Co-ordinators
    - Other units within Student Services
    - ITDS staff
- **Key external relationships:**
    - External agencies which provide assistivetechnology to people with disabilities

CHALLENGES

- Keeping abreast of developments relevant to assistive technologies for students with disabilities
- To adapt training requirements to meet a diverse range of students with varying abilities and skill levels
- Extensive travel between University campuses
- Balancing direct client training and support with other aspects of the role
- Enhancing the understanding of School Academics of the effects of disabilities, capacity of technology and resulting impact on students' studies and ability to succeed

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

→ Code of Conduct
→ Work Health and Safety and Wellbeing Management System
→ Enterprise Agreement or Award
→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:
Date: